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ABSTRACT

This manual provides guidelines for religious congregations interested in setting up programs to sponsor refugees. The manual describes the psychological implications of the refugee experience and discusses initial steps in organizing for sponsorship. Detailed information is provided for sponsors regarding: finances and mobilization of resources; housing provisions and refugee introduction to home management; English language instruction; assistance in securing employment; educational and vocational training; provision of transportation; refugee rights and responsibilities; medical and dental health care; mental health and social integration; and religious/spiritual resources. A list of resources on refugees and refugee problems is included. Appendices describe the immigration and refugee program of the Church World Service (the relief, refugee assistance, and development arm of the National Council of the Churches of Christ in the United States), and provide directories of church affliated agencies and individuals involved in refugee resettlement. (MJL)

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Manual for Refugee Sponsorship

Church World Service

Immigration and Refugee Program

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Manual For Refugee Sponsorship

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Preface

This manual is the product of many consultations and contributions from the refugee resettlement offices of the Church World Service member denominations, local churches around the United States, and local Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) projects. Many sections of this manual draw heavily on materials produced by local sponsors and groups.

It is impossible to acknowledge here all such contributions. We have tried to identify sources when we have included original materials; otherwise we wish to present this manual as the collective effort to which many have contributed.

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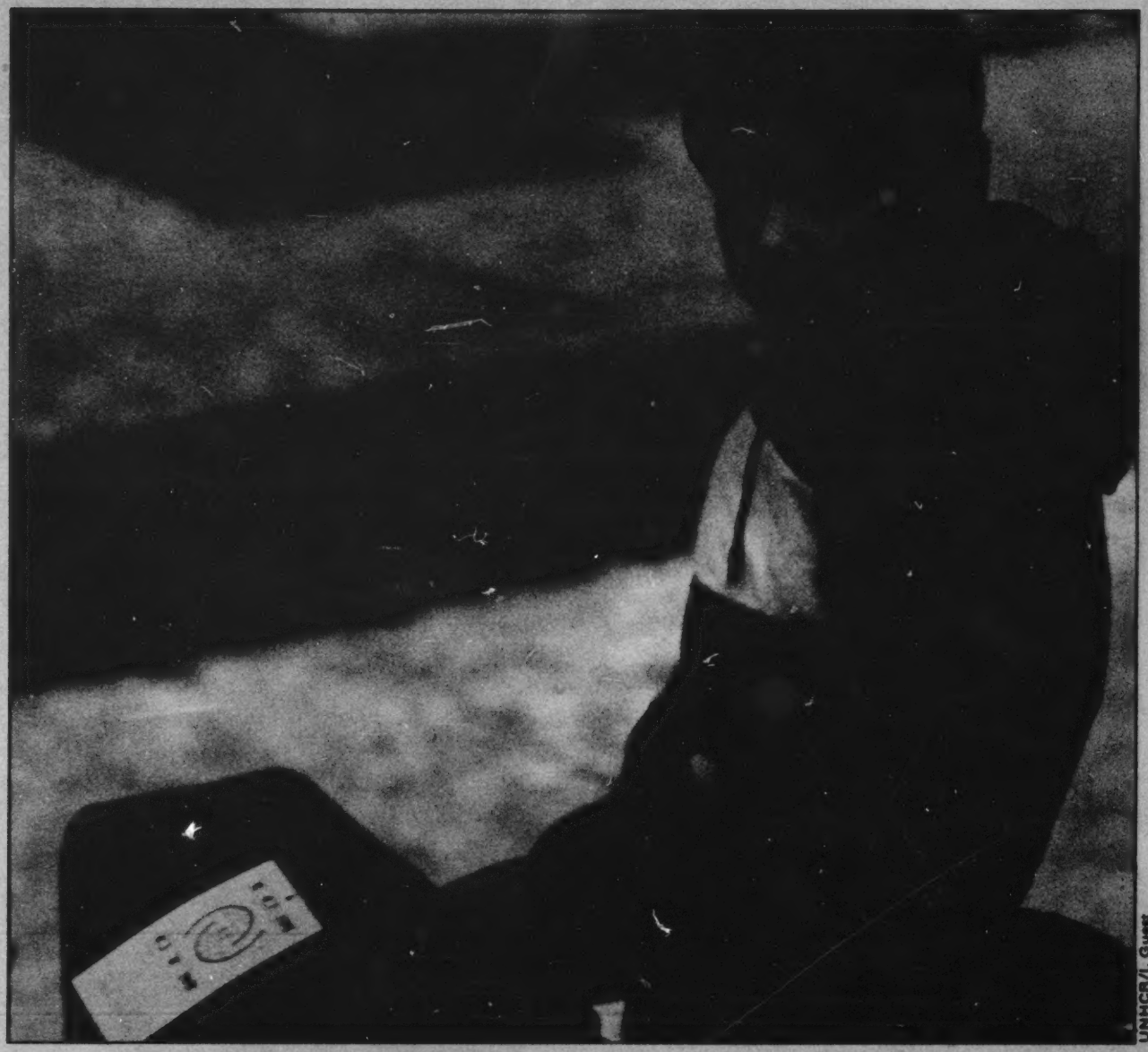


UNHCR/I. Guest

1. What it Means to be a Refugee

Sometimes they leave home in the dark of night, taking only what they can carry, knowing that because of their politics, religion, race or ethnic community they won't be safe tomorrow morning or any morning. Sometimes they live with packed suitcases for months or years, waiting for government permission to leave. In some places they leave in shock and despair, driven away by bombings, invasions or wars or by earthquake, flood or drought. They leave for where there is hope for a better life.

These are refugees. They are people without a home, without a country. Although they may seem like strangers at first, they are each special persons--with frustrations, hurts, hopes, longings, fears and loves. They are the strangers we take in-for Jesus' sake.

Reasons for Fleeing

Refugees flee many different kinds of circumstances and for different reasons. There are those who flee revolutionary upheavals in their lands; those who were the priviledged elite or simply part of old regimes overthrown; people who cannot accept the new order or who believe they may not even survive under the new order.

Others flee the repressions undertaken to prevent revolutions, the victims or intended victims of systematic violations of human rights or military counter-insurgency operations.

> *It is the refugee who reveals to us the defective society in which we live. He is a kind of mirror through whose suffering we can see the injustices, the oppression and maltreatment of the powerless by the powerful.*
>
> *Refugee Worker - Africa, 1980*

There are those who flee conditions under "stable" regimes, conditions which may include the inability of the governing system to assure its citizens even the minimal means of survival or conditions of intolerable restriction on individual liberties or practice of religious faith.

Some are fleeing the violent battles and warfare of struggles for change in the third world.

Other refugees flee civil wars or wars for succession among differing ethnic groups within nations, or violent oppression against racial groups.

Indeed some refugees may have little in common with others except for their circumstances of being refugees.

Traumas and Losses

To leave is a decision refugees do not make easily or voluntarily. Most of them leave behind virtually everything that is important to them--family, friends, homes, lands, possessions, livelihoods. While some have the time to gather family members and a few prized possessions, for others there is little or no time to prepare when the bombs started falling or the troops marched in.

Indeed, in many societies, moving--leaving the land--is a fundamental and traumatic decision far more serious than most imagine. To leave means a partial or total loss of roots, life style, livelihood, traditions and culture. Taking the huge step of becoming a refugee signifies tremendous loss.

Risks of Flight

The ordeal of flight presents another trauma for refugees. Many, in fact, do not survive the journey. Innumerable Vietnamese and Haitian "boat people" have been lost at sea, hundreds of Salvadorans gunned down or bombed as they reach the border, and many departing Ethiopians apprehended, never to be heard from again.

If refugees survive their escape, they are not always welcome where they seek refuge. Scenes of crowded boats being pushed out to sea in Southeast Asia or reports of people being shipped back under military escort in Latin America vividly remind us of the fate of many refugees. Even if they are allowed to land or enter a country of "first asylum" (refuge), this cannot compensate for their tremendous losses.

When they arrive, they are sent to wait in refugee camps. The office of the United Nations High Commissioner for Refugees (UNHCR) which was awarded the 1981 Nobel Peace Prize, supervises refugee camps around the world. Nevertheless, these camps are often bleak and lonely places.

And for most there are few certainties about what lies ahead. Will they be able to return safely to their homelands? Will they remain for months or years in bleak camps as thousands of Palestinians have for 25 years? Or will they have the opportunity to resettle in a third country, where they will be able to rebuild shattered lives and once again become productive members of society?

Arrival

When refugees arrive in their country of resettlement, whether in the United States or one of many others, they are excited by the new life about to begin. At the same time, they arrive exhausted--drained physically, mentally, even spiritually--by their ordeals and losses. With the exception of refugees who are able to earn wages while they wait in camps, these newcomers arrive with few or no material resources and diminished emotional and physical reserves of energy to cope with new challenges and adjustments.

A recent study by a United States university identified a number of crucial life-crises faced by persons during the course of their lives. Among these crisis-events were death of a close family member, divorce or dissolution of family, sudden termination of job, loss of home or transfer to a new and unfamiliar city or country. The study found that any one of these crisis-events alone could be and frequently is directly related to severe emotional trauma. Yet refugees frequently experience many of these crisis-events simultaneously or in close succession.

New Beginnings. . . and New Difficulties

Once the refugees arrive in their country of resettlement, they face a new process of adjustment to surviving and living in the environment of the new country. For many, this involves new beginnings and renewed hope, but also new trauma and often new losses.

Refugees find themselves confronting major and generally unanticipated adjustments here in the U.S. The reality is always different from the idealized images of movies and hopeful imaginations. Culturally, everything significant may seem different and alien. Their accustomed gender-related roles and family life are different; traditional religious practice and work histories seem to have little or no meaning here. Anyone who has travelled in another land without knowing its language knows the tremendous feeling of isolation because of the inability to communicate.

Helping Refugees Find Their Own Strength

Refugees possess great inner strength and still have a measure of that strength available for the resettlement process. They bring with them rich heritages and traditions and the determination to maintain and share them with their hosts. Much of the culture of this country has its roots in the combined heritages brought by the immigrants and refugees who populated this land.

Part of the challenge of resettlement is helping refugees to rediscover their own strength. More important than the actual mechanics of resettlement--housing, employment, language training and so forth--is the process by which refugees grasp the renewal of their lives. For sponsors, this involves providing a caring context within which such a process can take place.

The Reverend John Huston, director of the Washington Association of Churches Resettlement and Job Program, and his staff have had much experience with resettling refugees and helping them rediscover their own strength. "Refugees," he points out:

> "are survivors. They are signs of an ending, but also a new beginning. Their presence among us is an expression of hope being searched for, of hope being realized.
>
> Refugee resettlement is hard work, and there will probably be problems along the way. But refugee work is also a great gift. Refugees bring resourcefulness, family strength, the capacity to accept risks and motivation, and 'survival mechanisms' that we Americans sometimes have trouble seeing.
>
> Refugee ministry at its deepest level is not only a means to share life (which our Lord invites us to do in His name) but also to see, receive and experience new life through others. These others, in surprising ways, are often refugees."

2. What it Means to be a Sponsor

As Christians ministering to refugees we become instruments of God's grace and love showing to refugees that the world is not a cold, merciless place but a world of warmth, compassion and love.

Accepting and resettling refugees requires providing a caring and supportive community in which they can begin their lives anew. In return, refugees enrich the lives of the sponsoring community in innumerable ways, both through their material contributions and the unique dimensions of the fresh and varied perspectives they bring. Not only does the sponsorship process involve giving to refugees but also being open to receiving gifts of life and hope from them.

Sponsorship is one form of ministry to the world refugee problem. Christians are also called to address the root causes of oppression and violence which are creating refugees around the world. As we learn more about refugees, we also learn more about the root causes that produce refugees.

Sponsorship of refugees involves commitment and responsibilities, but it also has great benefits. Sponsoring individuals and congregations are enriched not only by their contribution to healing a broken world, but also by the new friendships they have made and with their broadened view of the world.

The constituent denominations of Church World Service have traditionally resettled and are still resettling refugees through individual local congregations. However, in recent years, many refugees have been resettled through family reunification criteria. Local congregations and interested individuals have provided assistance to relatives to enable them to fulfill their role as sponsors. In these cases, the back-up churches or contact persons serve as the link between the refugee families and the national denomination offices and ensure that the basic needs are provided for the refugees.

The work of the refugee sponsor consists of three essential responsibilities. The first responsibility is that of <u>enabler</u>, assisting the refugee with initial material needs and helping the refugee achieve economic self-sufficiency.

The second is that of <u>friend</u>, providing the crucial emotional support and guidance needed by the refugee to meet the challenges of overcoming great personal losses and making the major adjustments to the new society.

The third is that of <u>advocate</u>, insuring just and decent treatment for the newcomer in this society--without discrimination against other groups--and promoting respect for the cultural heritage and identity of the refugee.

The <u>enablement</u> responsibility involves:

- Meeting and welcoming the refugees upon arrival at the airport, providing temporary accommodations as necessary, and assisting in obtaining initial housing and essential furnishings;
- Assuring that food or a food allowance is provided and that the other basic needs of the refugee are met;
- Providing minimum clothing for refugees upon arrival if necessary;

.Assisting refugees in applying for a Social Security card and in registering children for school,
.Providing general orientation to the new community and society;
.Assisting in learning English and with enrollment in English as a Second Language (ESL) courses;
.Encouraging and assisting the refugee as soon as possible after arrival to seek public or private health services available locally and assisting refugees with known health problems to secure follow-up treatment as necessary;
.Providing job counseling and assistance in placing employable refugees in jobs;
.Advising the refugees on the availability, advisability and procedure for applying for various training programs.

The major responsibilities of the enabling role are carried out within the first three to six months after arrival. Follow-up by the sponsor is necessary until the refugees achieve self-sufficiency.

The responsibility of <u>friend</u> involves:

.Offering friendship and providing emotional support to the refugees;
.Respecting the refugees and treating them as equals;
.Offering ongoing orientation and appropriate assistance with adjustment problems and concerns;
.Assisting refugees to maintain and share essential elements of their own cultural heritage.

The third responsibility of sponsors as that of <u>advocate</u> includes:

.Insuring that refugees are not taken advantage of, discriminated against, or exploited in their workplace or personal lives;
.Encouraging contact, communication and bonds with other refugees and mutual support organizations, as well as groups of different backgrounds in our society, including minority groups.

3. How to Organize for Sponsorship

Organization of sponsorship duties can be accomplished in several ways, depending on various factors, including the size of your congregation.

An initial step will be to outline and make a list of priorities of the various tasks and responsibilities that lie ahead. The recruitment of volunteers from the congregation to perform these functions is essential as is a committee to coordinate all these activities. A person or committee assuming the leadership role can coordinate all these activities and allow others to be creative in meeting the needs. Local community members from outside the church should also be invited to become involved.

Some sponsoring groups organize into small committees, each with a designated task. For instance, one committee should be responsible for securing housing, another for arranging for local transportation, another for the coordination of donated goods, and so forth. Other congregations prefer one very active committee which responds to all aspects of the resettlement.

Whichever way your congregation chooses to accomplish the various tasks involved in sponsorship, it is important to remember that the involvement of members who volunteer their time and services is crucial. The involvement of time and energy will be greatest at first, and then will diminish.

For the purpose of efficiency, your work will be organized into pre-arrival and post-arrival steps. The checklists on the following pages can assist in this aspect of organizing.

Pre-Arrival Steps

_____ Arrange for housing but do not rent or put a deposit on housing until the refugees arrive as delays are frequent.

_____ Secure necessary household furnishings.

_____ Obtain clothing before or immediately after their arrival.

_____ Locate language training facilities or secure language learning materials.

_____ Look for employment possibilities.

_____ Read available cultural material for information about the refugees.

_____ Locate a supermarket that provides appropriate ethnic goods, if possible.

_____ Contact medical facilities. (A clinic, doctor, and/or dentist may be willing to provide initial examinations free of charge.)

_____ Establish contact with other sponsors in the area.

_____ Secure necessary funds.

_____ Arrange for a volunteer transportation system.

_____ Prepare to meet the refugees at the airport. In cold weather you may wish to take along extra clothing just in case the refugees are wearing light clothing. A quiet, friendly reception is usually best. Avoid having crowds and photographers.

_____ Remember that the refugees have travelled many miles to join you and will be extremely tired.

_____ Secure an interpreter.

Post-Arrival Steps

_____ Post phone number (s) of contact person (s) in sponsoring congregation.

_____ Be sure housing is in order, utilities hooked up, telephone installed, heater turned on, etc.

_____ If the refugees have their own apartment when they arrive, you may wish to ask if they would feel more comfortable with someone staying with them for the first few nights until they feel at home.

_____ Purchase groceries and other necessities.

_____ Arrange for ESL (English as a Second Language) class or tutoring.

_____ Arrange for an interpreter, if necessary.

_____ Discuss the various aspects of sponsorship with the refugees, including finances and the various appointments and offices you will be visiting.

_____ In initial verbal communication write down important words or phrases if the refugee doesn't understand all of your spoken words. Many refugees understand written English better than spoken.

_____ Arrange school enrollment for children shortly after refugees arrive.

_____ Assist in obtaining Social Security cards.

_____ Schedule appointments for medical and dental examinations.

_____ Be sure I-94 cards, medical records and any other documents are intact, make copies and file.

_____ Explain various household costs.

_____ Explain emergency procedures for fire and accidents, provide a list of emergency phone numbers.

_____ Provide language learning and cultural materials.

_____ Provide orientation to the neighborhood.

_____ Assist with orientation to other aspects of American life such as banking, education, employment, home life, etc.

_____ Discuss the refugee's job credentials, learn the different types of work he or she has done in the past.

_____ Assist refugee in obtaining employment.

_____ If possible, arrange for visits with others of the same ethnicity in the area. Establishing these community links is very important.

_____ If appropriate, assist in securing learner's permit or driver's license.

_____ Continue to build and strengthen your friendship by scheduling and by making visits.

Support Systems

Several types of support networks and structures exist to aid sponsors in providing services to refugees. The most immediate and accessible of these support systems can often be found in your own community or region. One of the most helpful things a sponsoring church can do is to contact a nearby church that has already sponsored a refugee. Much can be learned from the experiences of other sponsors, including information on available resources and services in the area as well as insight into cultural differences. In many communities, sponsors have organized into support networks for the purpose of assisting and supporting sponsors. These groups can become well-organized assemblies who meet regularly to share information and resources. (See Appendix III for more information on sponsor-support networks.)

Additionally, there exist in many U.S. cities and communities coalitions of state and local government representatives, service agencies* and advocacy groups involved in refugee resettlement. Sponsors may want to contact such a coalition for access to various services and information sources. Most states have a state refugee coordinator who can help sponsors establish contact with these sources (See Appendix VII.)

In many communities, refugees have organized themselves into support groups which are often referred to as mutual assistance associations (MAA's). These groups were originally established for the purpose of providing cultural, religious, moral and social support to refugees. Recently many of them have developed into more professional service-providing organizations that offer such services as:

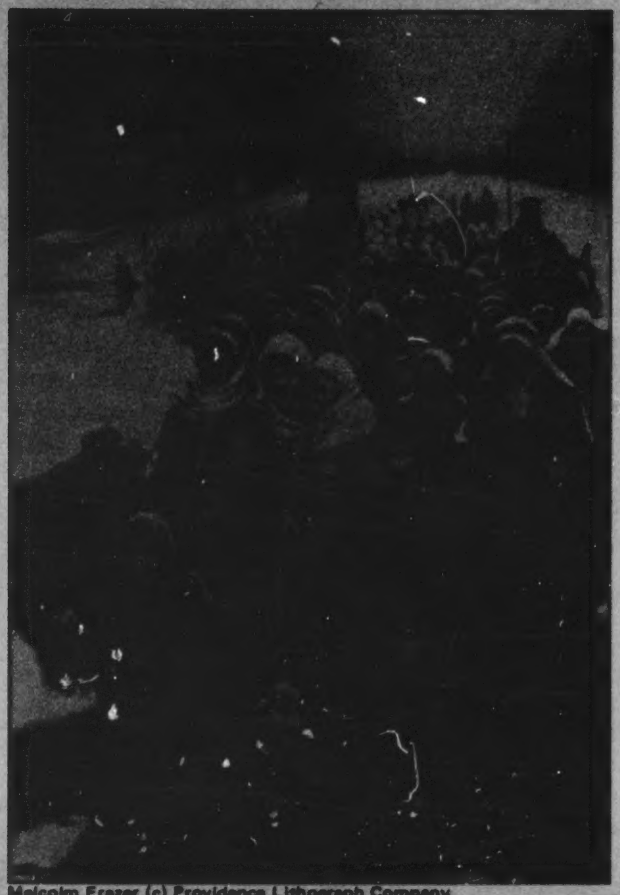
-orientation, job development, counseling, English as a Second Language (ESL), legal assistance, translation, and so forth;

-preservation of cultural heritage and integrity;

-professional and vocational training, assistance with skills, recertification,

-advocacy and coalition-forming.

*Agencies which are funded by federal or state grants have an obligation to assist any refugees who require those services.



Malcolm Frazer (c) Providence Lithograph Company

Refugees are an important part of the Bible. Left, crossing the Red Sea during the Exodus. Below left, Christ as a child was a refugee. Below, refugees today. These women have just swam safely to shore after their boat sank a few feet from the coast.

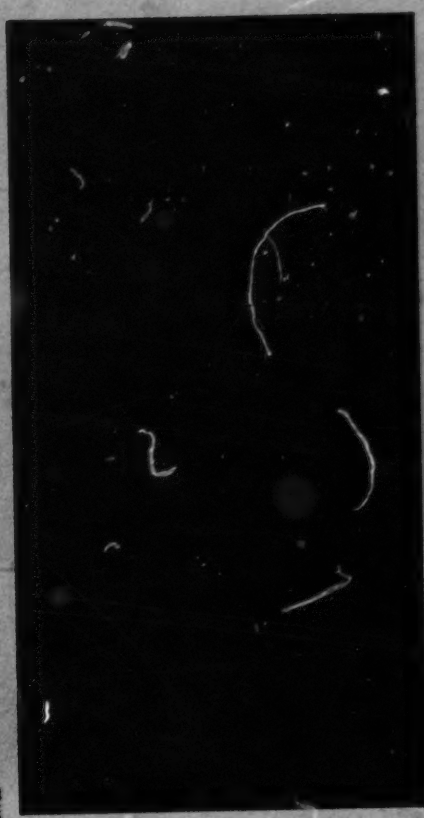
Buffet (c) Providence Lithograph Company. Courtesy Braun & Cie

UNHCR

UNHCR/L. Davies

Left, a young Polish refugee on her way to a new home. Below, Hmong women displaying their handwork at a Hmong Elderly Benefit in Seattle. Below left, Haitians in Miami.

Thomas Bentz



Greg L. Thompson

An MAA in your area will be able to provide cultural information and translation services for a specific ethnic group. For information on the location of MAA's in your area, contact either your state refugee coordinator or a local Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) project.

A network of Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) offices is located around the country. See Appendix II for a description and listing of these offices.

The denominations which are functional members of the Immigration and Refugee Program of Church World Service will provide literature and answer any questions about support systems.

4. How Sponsorship Works

A) Financial Considerations

When considering sponsorship, each congregation should concern itself with finances. It is an important concern which should be addressed directly. It need not necessarily be costly for the local congregation if it avails itself of local resources, donations, and jobs. When properly organized to make use of local resources a small congregation with a limited budget can sponsor a refugee family.

Projecting the Cost

Before the refugee arrives, sponsors must develop a financial plan as part of the total resettlement. A congregation should determine how much of the cost it will be able to assume, and for what length of time.

Consideration of such variables as family composition and size, the level of English language capability and job qualifications will help the congregation determine how long financial support will be needed.

Although it is not possible to predict an exact figure for any sponsorship, sponsors should be prepared to provide total support until at least one member of the family becomes employed. In some cases, partial support will be needed for a period of time after employment is obtained.

Mobilizing Resources

The cost of sponsorship can be substantially held down by effectively mobilizing the wealth of resources available within your community and within the congregation itself. Many items such as furniture, blankets, utensils, toys, and other household accessories can be obtained through donations. Additional contributions in the form of professional services such as educational, medical, dental, counseling and vocational should also be encouraged. For example:

English as a Second Language (ESL)
Members of the congregation may wish to volunteer to tutor. An educational network such as a Retired Teachers Association or school board could be contacted in order to recruit volunteer tutors for ESL (English as a Second Language) and other subjects.

Medical and Dental
Doctors and dentists who are members of the congregation may be interested in contributing their professional services for initial examinations. Other medical professionals may also be interested in helping.

Counseling
Appropriate psychological counseling services can also be contacted for assistance to refugees who have experienced emotional traumas such as "culture shock" or stress due to separation from family. This can also be valuable some months after arrival.

Vocational Services
Employers, business owners and other persons within the congregation who have contacts in the business world can be especially helpful sources for information about employment. Sometimes employees see refugees as a source of "cheap" labor. Congregations should make every effort to ensure that newly-arrived refugees are not underpaid.

Other sources of assistance
Local charitable organizations may be interested in contributing to the refugees' start-up costs.

The wealth of available resources within the congregation and community is often much greater than first thought. Publicizing the need often brings forth many eager and unexpected responses from beyond the church community. A suggestion for mobilizing this response is to make many direct contacts within the community, letting people know exactly what is needed. Give people a list of specific options and let them decide how they wish to help.

The Question of Welfare

Church World Service Immigration and Refugee Program continues to hold its position that the option of public assistance (especially direct cash assistance) should be considered only in cases of extreme hardship when all other options have been exhausted. However, the use of cash assistance and food stamps is deemed inappropriate when they are used by refugees who are able to support themselves fully.

Church World Service Financial Assistance

The following special funds are available to assist the sponsor in giving financial support to refugees.

Transitional Grant - Approximately two or three weeks after the refugees arrive, CWS will send a check made out jointly to the sponsor and the refugee head of household. This is a transitional allowance, to be used toward initial reception and housing costs, or for future needs as determined by the sponsor

and refugee. While some have used it immediately, others have put it into a savings account for the future.

Emergency Assistance - In cases of emergency needs, assistance is provided by the resettling denomination in conjunction with Church World Service.

Travel Loans and Repayment

Most refugees have been issued loans through the Intergovernmental Committee on Migration (ICM) to cover the cost of travel. These transportation loans are not to be regarded as grants but as legally enforceable obligations which must be repaid. **Repayment of this loan is the responsibility of the refugee, not the sponsor.**

Every refugee who receives such a loan has signed an agreement entitled "Promise to Repay" prior to coming to the U.S. This document includes a payment plan which stipulates the number of monthly payments and the amount of each. The refugee should have a copy of this document; if not, one can be obtained by sending a stamped, self-addressed envelope with a request signed by the refugee or sponsor to Church World Service.

Each voluntary agency is responsible for collecting these loans. Church World Service policy includes notifying the sponsors of the obligation as well as sending a payment notice several months after arrival.

The loan is interest-free and repayment is scheduled according to each refugee's ability to repay. Inquiries should be sent to Church World Service Immigration and Refugee Program, Accounts Office, 475 Riverside Drive, New York, New York 10115.

TIPS TO REMEMBER

* *The cost of sponsorship can be held down substantially by effectively mobilizing the wealth of resources available within your community and within the congregation itself.*
* *Sometimes employers see refugees as a source of "cheap labor." Congregations should make ever effort to ensure that newly-arrived refugees are not underpaid.*
* *Transportation loans are not to be regarded as grants, but as legally required promissory notes which must be repaid. Repayment of the loan is the responsibility of the refugee, not the sponsor.*

B) Housing and Housekeeping

In this important aspect of resettlement, several responsibilities belong to the sponsoring group. In addition to the basic task of locating suitable housing, sponsors may also have to provide orientation to the community and to the household itself. Time and care may have to be given to demonstrating the use of appliances and utilities, explaining household safety, establishing a budget, explaining costs, and other details for some refugee groups.

Finding Suitable and Affordable Housing

Many congregations have considered it advantageous to house the refugees with their American sponsors for a short period of time directly after arrival. This arrangement can be helpful in orienting refugees to some American habits and customs, as well as in building friendships. However, it is generally recommended that this period be kept as short as possible in order to assist the family toward independence and respect their privacy. Some congregations prefer securing independent housing for the refugees immediately.

In any case, it will soon become necessary to locate suitable and affordable housing for the refugee family. There are several factors which sponsors should consider when beginning the search for housing. (For the following seven pointers and the suggested resources for locating housing, we are indebted to the Christian Council of Metropolitan Atlanta.)

Our experience as refugee sponsors has been good for all involved -- we as sponsors have had our faith and patience stretched. Naturally we feel good that the refugees we sponsored are "making it" -- are employed and the employers are satisfied. It is one year now. It's not been easy and our involvement isn't over by any means but we don't need to spend as much time with them as at first.

--Refugee Sponsor

1. Timing--Because an exact arrival date is difficult to predict and unexpected delays are common, sponsors are advised not to make deposits or pay rent on permanent housing until the refugee actually arrives. A short-term housing plan can be devised such as the use of someone's home (church member, friend, or another refugee), several rooms within the church building, or a motel.

2. Long-term Affordability--The housing selected should be at a cost that the refugee family will be able to afford once economic independence is achieved.

3. Location--If possible, the refugees' new home should be located close to:
   - place of employment
   - relatives or friends (or persons of the same ethnicity)
   - public transportation system
   - shopping areas and business district
   - the sponsor/members of the church

4. Keep in mind that many apartment house owners have policies regarding the number of children per family or per bedroom, while others do not allow children at all. Also remember that many landlords do not welcome the practice in some cultures of allowing friends and relatives to move in.

5. Discrimination and Receptivity--Another important aspect of location is the receptivity of the neighborhood to the refugee family. Will the family be welcomed and feel comfortable in this community? Some refugees have experienced harassment and discrimination, while many have received warm welcomes and hospitality. Racial and economic discrimination is a critical issue and should not be taken lightly. Consult with your mayor's office and the school board about your housing plans for the refugee. When such attitudes are encountered among landlords, the local Legal Aid Society or the Fair Housing office can be contacted for information and guidance. Once a location is chosen, it is a good idea to introduce the refugees to their immediate neighbors and explain your involvement in the resettlement. Also: Be sure to inform landlords that you are renting to refugees.

6. Income--Another factor to be considered is a requirment of many landlords that the family have an adequate source of income before renting. If the family does not have employment or enough income to meet the requirement, the landlord can sometimes be persuaded to lease to the family if the sponsor agrees to pay more than one month's rent in advance. Public and subsidized housing usually provide exceptions to this requirement.

7. Tenants' Rights and Responsibilities--Be sure that the refugees are informed of their rights as tenants as well as their responsibilities under the terms of the rental agreement (i.e., family size, pets, maintenance, security deposit, monthly payments, utility payments, etc.)

* Explain legal requirements of notification relating to moving out.

* Because refugees may have trouble communicating with their landlords, sponsors may need to check the apartment periodically to determine whether repairs are needed.

* If damage deposits are required, sponsors and landlords together should carefully examine the apartment to verify original condition.

* For more information on tenants' rights, your local Legal Aid Society can be contacted.

Suggested Resources for Locating Housing

Survey church members, commercial referral services, newspapers, apartment guides,charitable or government referral services, local Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) office, if there is one.

Subsidized and Public

Another category available to refugees is housing subsidized by the federal government. Government housing not only includes the traditional "public housing" which is owned and operated by the local government, but rental subsidy programs which operate in privately-owned apartment builidngs, duplexes, etc. A sponsor interested in public or subsidized housing should contact the local housing authority for information regarding eligibility, requirements and locations.

Food, Clothing and Furnishings

Before beginning a drive for the collection of goods, sponsors should prepare lists of specific items that are needed, coordinate donations, and make sure all items are in good condition. At least one week's supply of basic groceries should be obtained prior to arrival. Because people of different nationalities differ widely in diet and taste, sponsors should shop accordingly. Many refugees are not accustomed to canned and frozen foods or instant preparations and mixes. Remember that refugees who cannot yet read English will not be able to read labels.

Clothing: It is generally not advisable to collect a great deal of clothing prior to arrival for several reasons: definite sizes may not be known; sponsors should be sensitive to the individuality of teens and adults and allow them to choose their own clothing, perhaps from among collected items or at second-hand shops. However, because it is impossible to know what the refugees will be bringing with them, an initial donation of basic clothing may be necessary. If the refugees arrive in winter, it will be necessary to have a supply of warm winter clothing on hand.

Introduction to their New Home

In introducing the refugees to their new home, many aspects will have to be explained, depending on the family's background. Some refugees will be coming from small mountain or fishing villages, while some will have had homes in the suburbs or lived in cities. If they are totally unfamiliar with the type of home appliances found in this country, sponsors will have to cover even the most elementary points (i.e. how to turn the lights on and off). Those who have lived in "modern" homes may not be familiar with many of the "gadgets" found in American houses. As sponsors become acquainted with the refugee's background you will be able to determine to what extent the following items will need to be explained and demonstrated: electricity, kitchen appliances, plumbing, heating, telephone, bedding, washing machine, dryer, etc.

Shopping

People from many cultures throughout the world are accustomed to shopping on a daily basis in "open-air" markets, where items can be purchased and bargained for in small quantities. These marketplaces differ greatly from the American supermarket, where most items can be obtained in weekly or even monthly supplies.

Sponsors should accompany refugees on trips to local supermarkets and shopping areas. In addition to the shopping habits of Americans, refugees will need to become acquainted with many unfamiliar foods and prices.

It is helpful to furnish the refugees with a list of local grocery stores that carry the familiar foods and spices of their ethnic group and to assist them in making initial visits to these stores, if necessary. (Details concerning the diet and foods of particular refugee groups are contained in cultural materials describing each ethnic group of refugees.)

The large department store is often an unfamiliar concept to some refugees, and sponsors may want to take time to familiarize them with these establishments. The "non-bargaining" nature of American supermarket and department store purchasing should also be interpreted. Sponsors can explain the advantages of comparison shopping, shopping for bargains, and buying certain items in quantity.

Introduction to the Neighborhood

In addition to introducing the refugees to local shopping areas, they should also become acquainted with business districts, transportation systems and other aspects of the community. For the most part, refugees will be more deeply concerned with relating to people and understanding social customs than with comprehending street signs and geography. Nevertheless, basic orientation to the neighborhood and its surrounding communities is important. Be sure to furnish the refugees with bus or train schedules and a detailed map of the area.

Budgeting

For the refugee, an important step toward independence is the establishment of a workable household budget. Sponsors can assist in this aspect of resettlement by providing information and orientation to the American economic system. In explaining the economic structure in this country, sponsors should consider the refugees' background. Those refugees from rural areas who have had no experience with organized banking systems will require further orientation than will those who have held bank accounts in the past, for example. The economic system in the refugees' homeland should also be considered because in many countries the basic principles which govern the economy differ greatly from those in the U.S.

In establishing a budget, such subjects as banking, credit rating and currency value will have to be explained, as well as household expenses and paying bills. The declining support adopted by the sponsor should be discussed step by step with the refugees in the context of forming a budget. Sponsors should take time, shortly after arrival, to explain the meaning of sponsorship and the extent of financial support, stressing the goal of independence.

Throughout the budgeting process, sponsors should remember never to assume the role of "parent" or "supervisor" even in the beginning stages of resettlement, when the refugees' income consists solely of monetary support from the sponsor. Although advice, counsel and discussion regarding budgetary decisions should be offered, it should not be assumed that sponsors may dictate to the refugees what they can or cannot do with money received or earned.

Orientation sessions can be divided into two categories: 1) Establishing a household budget and explaining costs, and 2) explaining the financial system.

Explaining Costs

Some of the various household costs and expenses that should be explained are as follows:

1) Rent

2) Groceries

3) Clothing

4) Household items

5) Luxury items - items that are beyond the family's financial means at this time should be discussed, as well as when they can realistically be purchased.

6) Large items - the costs of houses, cars, furniture, etc.

7) Utilities - the family should understand how to keep the costs of heat, water

and electricity at a minimum. For instance, if the heat is kept at 90° all winter, they should be aware that this would consume a large portion of their total budget.

8) Telephone and long distance calls - Refugees who are not accustomed to having a telephone in the home will not understand the high cost of long distance calls. Explain that these calls are charged by the minute and are not part of the monthly bill; the farther the distance, the higher the cost.

In helping the refugees to establish, manage and understand their household budget, sponsors can assist in the following areas:

1) Setting goals and planning for the future

2) Learning how to save money

3) Establishing repayment procedures for debts

4) Estimating monthly and daily expenses and income

5) Understanding bill payment procedures

A Guide to Budgeting for the Family, available in English, Cambodian and Vietnamese, can be obtained from the Department of Health and Human Services (HHS), Office of Refugee Resettlement (ORR), Room 1229, Switzer Building, 330 C Street, SW, Washington, D.C. 20201 (800)424-0212. (Toll-free).

Explaining the Financial System

1) Sponsors should explain the American banking system and help the family to open savings and checking accounts. If they are unfamiliar with these systems, be sure to teach them to: write checks, balance checkbooks, interpret monthly statements, make withdrawals and deposits, cash checks, etc.

* Some refugees may be distrustful of banks.

* They may need a co-signer for checks at first.

* You may want to suggest that the refugee carry the name and phone numbers of sponsors for check-cashing purposes.

* Social Security cards may be needed when applying for bank accounts; see Section III Employment: the Social Security Card, note page 26.

2) The American system of credit may have to be described also, as some refugees may be totally unfamiliar with this concept. Be sure to cover the following areas: the use of credit cards, establishing a credit rating, borrowing and repaying loans. Note: advice and guidance should be given about possible pitfalls.

3) Our system of dollars and cents should also be thoroughly defined until the refugee shows a clear understanding of the value of currency in this country. This can be illustrated by using familiar analogies such as how much grain or fish can be purchased with a five dollar bill. It should also be explained in terms of the value of currency in their homeland. Be sure to explain: the basic system

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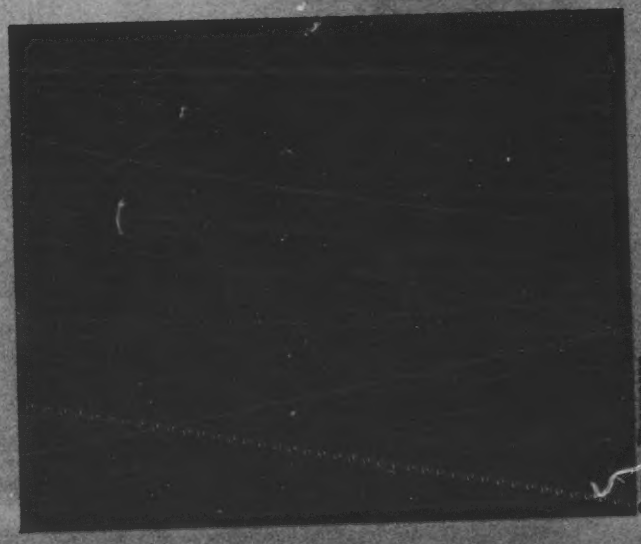

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Donna Nelson/UNHCR

Helping find employment for refugees is a major part of sponsorship. Top, a Lao machine operator in a garment factory. Left, a job interview. Right, this Ethiopian refugee found work in a hospital.

Greg L. Thompson

Thomas Bentz

Bottom, a first generation Cuban-American high school graduate in Florida with her proud mother, a Cuban refugee. Top, Lao and Cambodian women in an English as a Second Language (ESL) class.

such as how many pennies in a nickel, nickels in a dime, etc.; how to read and write dollar and cent amounts.

4) Taxes: Refugees admitted to the U.S. are considered resident aliens for Federal income tax purposes, and are generally subject to the same tax regulations as U.S. citizens.

A booklet entitled U.S. Tax Guide for Aliens (#519) is available free of charge from any local branch of the IRS.

TIPS TO REMEMBER

* *Sponsors should not make deposits or pay rent on housing until the refugee actually arrives.*
* *The rights and responsibilities of refugees as renters should be explained to them.*
* *Remember to include basic safety even on simple household items when orienting refugees unfamiliar with American appliances.*
* *If the refugees have not used telephones before, show them on the first day how to contact you and dial 911 or your local emergency number.*

C) Employment

The Importance of a Job

Finding appropriate employment for the refugee head(s) of household and employable members is perhaps the most crucial element in successful resettlement. The importance of a job, however, reaches beyond the essential economic aspect, to meeting psychological, social and language-related needs. The psychological impact of obtaining employment can be vital in building a refugee's sense of self-respect.

It is important to explain to the refugee that he or she may work towards a better-paying job when an "entry-level" job is taken at first. The refugee may feel "trapped" in a first job which does not use his/her full talents and potential if upward mobility is not fully explained. This is especially important if the refugee has been previously employed in a profession whose skills are not immediately transferable.

Some refugees will require a short period of adjustment before actively seeking employment and may need to rest and become somewhat acclimated to their new surroundings before addressing the task of job-hunting. However, some refugees will be ready and should be encouraged to go to work as soon as possible. These concerns should be discussed with the refugees.

Labor Market Considerations

Data from across the U.S. and other countries indicate that refugees are often placed in exploitive situations such as "entry-level" jobs of tedious, intensive, very strenuous labor, long hours, poor working conditions and low pay. This is particularly true in areas with large concentrations of refugees. These factors present church sponsors with the special challenge of finding jobs for refugees in a tight labor market without putting them in highly exploitive situations.

Sponsors should also be aware of the impact that the employment of refugees may have on other minority groups in the area. This is a major concern, since popular opinion often sees high levels of immigration--

including refugee admissions--as a contributing cause for our nation's economic and employment problems. The challenge presented to sponsors and churches, as outlined by Alan Matheson, formerly of the World Council of Churches, can be considered fourfold:

1. How to ensure just work opportunities for refugees;

2. How to ensure that refugees are not employed at the expense of other oppressed and exploited groups, or used to threaten their struggles for justice;

3. How to ensure justice and protection in industry and avoid exploitation and manipulation;

4. How to ensure a continued ministry including generous responses to those in refugee situations at a time when general economic and political forces are becoming increasingly hesitant about receiving increased numbers.

The question of "refugees taking jobs away" is a difficult and recurring one. Like most complex issues, it does not lend itself to simple answers. Reasons for unemployment are complex and ultimately need to be examined on an international scale. Some studies in fact suggest that in the long run, many refugee groups, through their efforts to start new businesses using the skills they brought with them, have actually added to the available jobs.

Determining a Suitable First Job

Among the difficulties faced by many refugees during resettlement is the fact that it is often necessary for them to change vocations. Refugees from different countries, environments and experiences will bring with them a variety of skills and job histories. However, it is usually difficult for highly trained professionals to find similar work in the U.S. because many professions require re-training before certification. A period of familiarization with the new culture is also sometimes necessary. Teachers, for example, will need to be acquainted with American culture and be certified before they teach American students.

As a result, refugees with expertise and training in a certain field must often accept "low level" jobs at first. In the meantime, however, they can sometimes work toward recertification in their professions.

Although sponsors are not expected to know the details of recertification procedures, it is important to inform refugees that such a possibility exists when discussing what is realistic in terms of job options. It is recommended that a member of the refugee community who has been successfully employed, or other appropriate persons, such as job counselors, be consulted as well.

Language capability and previous experience can play an important part in determining a suitable first job. For those refugees with less-defined skills and little English language capability, a job requiring little public contact may be necessary. However, even those with marketable professions and well-developed language skills may be constrained to accept jobs that are not compatible with their training. In any case, sponsors are urged to seek a job that will utilize some of the refugee's talents, experience and training if at all possible.

Expectations vs. Reality

Some refugees come to this country with unrealistic expectations regarding the American job market. This is an important aspect of refugee resettlement sponsors need to be aware of. Many refugees have received their ideas about life in the U.S. from the idealized and romanticized images presented in the movies and television shows that are distributed all over the world. Refugees often face a jarring period of realigning their expectations of the U.S. with day-to-day realities of life here.

Some refugees may expect to receive an education or English language or vocational training prior to employment. Others will be reluctant to enter the labor market at a relatively low level due to unfamiliarity with the concept of upward mobility. All of these possible misunderstandings should be discussed with the refugees.

In some cases, refugees will expect to enter the job market at an unrealistically high level. Sponsors, when explaining the reality of the job market in this country, may have to assist refugees in re-establishing employment goals. Many refugee workers encourage refugees to perceive their first job as a "stepping-stone" to higher, better-paying positions. The possibilities for advancement should be stressed, especially in view of the fact that in many societies such possibilities do not exist.

Some refugees will also have to face the reality that, in most instances, it will not be possible for sponsors to provide an education or any kind of training before employment. In some cases, however, a short vocational program will be possible and prove to be a successful route. All of these possibilities must be carefully weighed according to individual circumstances.

Tips on Getting a Job

Prior to their arrival, the sponsorship committee should canvass business owners and others in the congregation with contacts in places of employment who may be able to offer job possibilities or leads to openings. Local businesses, industries and employment agencies can also be contacted. Relatives and friends of the refugee can be of assistance in the job-hunting process. Sponsors can also check with the Chamber of Commerce, newspapers and civic clubs for possible job openings.

Information in the refugee's biographical data will give sponsors an idea of particular jobs for which he or she is qualified. However, it is advisable to wait until the refugee has arrived and has been consulted before any definite actions such as scheduling interviews are taken. Sensitivity to the refugee's skills and preferences should be exercised.

One method many sponsors have found helpful is called "networking" (See Appendix III). This simply means making contacts with other families, churches and organizations in your region which have sponsored refugees. They may be able to provide valuable leads and references for jobs. Many responsible employers have shown they are willing to hire refugees.

Transportation to and from work will be a consideration. If a transportation pool cannot be organized for this purpose, try to secure a job located in an area accessible by public transportation.

The U.S. Department of Labor, through the Employment and Training Administration, administers programs in which refugees as well as citizens are encouraged to participate. Your local state employment agency or CETA (Comprehensive Employment and Training Act) program will provide information on available programs. For youth, the Job Corps is a Department of Labor vocational training program also available to refugee youth. Contact the local Job Corps recruiter for more information.

The Interview

Sponsors can play an important role in assisting the refugee to prepare for a job interview. By contacting the employer beforehand, providing orientation to interviews and applications, and accompanying the refugee on the first interview, sponsors become an effective bridge between the refugee and a job.

It is important to realize that job interviews are not customary in some societies. Even in those societies where interviews are conducted, they often differ greatly in nature and procedure from those in the U.S. Therefore, most refugees will need a certain amount of "coaching" prior to the job-hunting routine. A sample application should be introduced and explained to the refugee, as well as orientation to the basic interviewing process. For example, you may have to describe what is considered an acceptable way to dress for an interview.

In preparing the refugee for the task of job-hunting, sponsors should explain the amount of time it may take as well as the disappointments and frustrations that can occur as a result of rejection. The probability that there may be many other people competing for the same position should also be mentioned.

Introduction to the U.S. Working World

For many refugees, the adjustments to be made upon entering the U.S. workplace will be great. Some refugees will not be accustomed to reporting at a specific time every day, especially if they had previously been self-employed. One refugee commented on the subject, "In my country I worked for myself. If I had enough money, I didn't go to work. Here I must work for somebody else."

Sponsors should be sensitive to these and other possible misunderstandings. Be sure that the refugee understands the expectations of his or her employer. All aspects of the job should be discussed with the refugee, including the following: working hours and days, rate of pay, "calling in sick," being on time, what the work involves, "break" procedures, vacation time, sick time, holidays, benefits (especially health), overtime policy, union regulations, safety, work clothes and tools, witholding of Social Security and taxes, and giving sufficient notice of termination.

Once a job has been secured, sponsors can continue to assist in overcoming communication problems or other difficulties that exist between the refugee and his/her employer. A follow-up visit or phone call a few days or a week after the refugee has begun working is recommended.

Refugees should be encouraged to discuss work-related problems with their sponsors. If they are dissatisfied with the pay or treatment, confused about certain aspects of the job, or experiencing harassment or discrimination by fellow employees, sponsors should be informed. It is best to address these problems before they become overwhelming and the refugee is forced to quit the job abruptly.

However, when the refugee does become ready to terminate one job and begin another, the correct procedure should be emphasized. Observing the requirement for sufficient termination notice will demonstrate a sense of responsibility. Also, keeping one job until another is secured should be encouraged.

The Social Security Card

Within a few days after arrival or as soon as possible, sponsors should assist the refugees in obtaining a Social Security number (card). The address of your local Social Security office can be found in the telephone book under Social Security Administration. A very basic introduction to the Social Security program and its benefits (such as retirement and disability payments) can be given when the refugee's English comprehension is adequate. The following concepts are important for the refugee to understand:

*Every member of the family should get a Social Security number.

*When applying for their Social Security number, refugees must have with them their I-94 forms and any other Immigration and Naturalization Service (INS) forms they may have.

*The Social Security number is basically a record-keeping system, for the purpose of assuring that a person's earnings are recorded accurately in order for payment of benefits at a later time.

*The Social Security monies extracted from one's paycheck are used to make Social Security payments.

*A person must have applied for or already possess a Social Security number in order to get most jobs. Since the card normally takes four to six weeks to arrive, sometimes arrangements can be made through the Social Security office to get it sooner. Or the verification slip that one receives upon application may be shown to the employer and later the card taken in and shown after it arrives.

Two helpful booklets for which sponsors may want to contact their local Social Security office are: Your Social Security Number (SSA# 05-10001) and Applying for a Social Security Number (HEW# 79-10064).

TIPS TO REMEMBER

* *Many refugees have received their ideas about life in the U.S. from the idealized and romanticized images of U.S. life presented in the movies and television shows that are distributed all over the world. They often face a jarring period of realigning their expectations of the U.S. with day-to-day realities of life here.*
* *In preparing the refugee for the task of job hunting, sponsors should explain the amount of time it may take, as well as the disappointments and frustrations that can occur as a result of rejection. The idea that there may be many other people competing for the same position should also be mentioned.*
* *Be sure that the refugee understands the expectations of his/her employer. All aspects of the job may need to be discussed with the refugee.*

D) Helping the Refugees Learn English

One of the most difficult aspects of resettlement for both refugee and sponsor is often the inability to communicate adequately. Learning English is one of the greatest challenges of the resettlement experience. Probably both sponsors and refugees will experience some degree of frustration until the refugee acquires some basic language skills.

One of the first steps in the sponsorship process will be to locate someone who is bilingual in the refugee's language and who is willing to act as a interpreter. Having a translator "on call" can be an invaluable asset during the initial stages of resettlement. However, both sponsor and refugee must learn early not to fully depend on a translator. Some form of communication must be established. Sign langauge, pantomime and the use of dictionaries can provide useful avenues of communication at first. However, some form of structured language training will be necessary as soon as possible.

Beyond the immediate sponsor-refugee relationship, a much broader aspect of resettlement is affected by the degreee of language ability acquired. In fact, the entire "success" of a refugee's resettlement is largely dependent on this factor. Because English is generally perceived as crucial to a productive life in America, the importance of language training for a refugee cannot be overemphasized. This section is aimed at assisting sponsors as they review the various options available for language instruction and determine which would be the most effective for a particular refugee family.

TIPS TO REMEMBER

* *One of the benefits of tutoring for both the refugee and sponsor is the personal involvement. The refugee learns that his/her world is not hostile and uncaring but instead has sensitive, accessible people in it. It is exciting and rewarding for the sponsor/tutor to see the refugees grow in their language skills and use these skills to share their thoughts, feelings, and ideas with their new friends.*
* *Members of the congregation may express apprehensions and reservations about the task of tutoring ESL. However, they can be reassured as they undertake this responsibility that other sponsors just like themselves have successfully taught English to refugees.*

Which First: Language Training or a Job?

According to the Refugee Act of 1980, a primary objective of resettlement is the financial and social self-sufficiency of the refugees. This emphasis raises a question in the minds of many sponsors regarding the priority of language training versus the priority of employment. If English language ability is vital to self-sufficiency and key to employment opportunities, yet employment is key to financial independence, which should come first: language training or a job?

The decision of whether or not to obtain language instruction before taking a job depends upon several variables. Many refugees prefer some language training before obtaining employment. However, most voluntary agencies and sponsors generally agree that language instruction at the same time as employment is preferable. This viewpoint has been adopted because sponsors cannot be expected to financially support refugees for a long period while they attend full-time language training classes. The workplace is also a good place in which to learn English.

Sponsors should consider the variables carefully and describe all options to the refugees. It is generally agreed that getting a job should not be postponed until after the language is learned except in special circumstances. Many have found that studying English while employed can be a successful alternative.

Evaluating the Alternative ESL (English as a Second Language) Programs

Most refugees have a definite preference for some kind of formalized language training, as opposed to simply "picking it up" on the job or through watching TV. A systematic program gives them the tools with which to make sense of the language they hear flowing around them. This language training can take place both in classroom settings and in less formal small group or one-to-one "tutorial" sessions. This teaching of English to non-English-speaking persons has come to be known as ESL for short.

The classroom experience may have beneficial results for some refugees who may gain support from this kind of interaction with fellow students and confidence that comes from being in a formal, classroom setting. However, some sponsoring groups have discovered that significant language learning can be achieved in tutorial settings. In many instances, refugees do not feel comfortable in the formal environment of a classroom, where the pupil-to-teacher ratio is often rather high. Also, the schedules, format and curriculum of such programs often will not meet the needs of a particular refugee family.

In many cases a personal, individualized tutoring program conducted by members of the congregation can be most effective and rewarding for both sponsors and refugees.

To aid sponsors in evaluating the best type of language-training program for the refugees, we present a brief description and discussion of the different types of ESL programs. While some rural areas have no ESL programs available, some urban areas and towns with colleges or universities have more than one kind of ESL available.

In evaluating the options, you may want to ask these questions:

* Is the refugee literate in his or her own language?

* What is the extent of this person's present English ability?

* What are the refugee's expectations or preferences (formal classroom, personal tutor)?

* What are the specific needs (vocational or technical, etc.)?

Formal ESL Programs

In response to the arrival of various groups of refugees and immigrants to the U.S. in recent years, a complex variety of language training programs has emerged throughout the nation. The availability, method, and style of these programs varies considerably from state to state and from county to county.

There are several advantages to the formal program in addition to the benefit of professionally-trained staff. The structured ESL program may provide such benefits as language libraries and reference materials, tapes and language labs, or related programs such as vocational counseling and day care.

Formal ESL programs are sometimes available in the following models:

--Basic "survival" ESL: focuses on very basic listening and speaking skills.

--Vocational ESL: concentrates on employment-related materials and uses a specialized vocabulary.

--ESL for the illiterate: for those refugees who are not able to read in their native tongue. These refugees will need considerably more instruction.

--Academic and professional ESL: for those refugees beyond the beginning level of English ability.

--Special programs: in areas with high numbers of refugees, some ESL providers have established special programs for groups such as homebound mothers, senior citizens, young adults, the hard to employ, the slow learner and mentally disturbed.

Greg L. Thompson

Kathryn Gallagher/CWS

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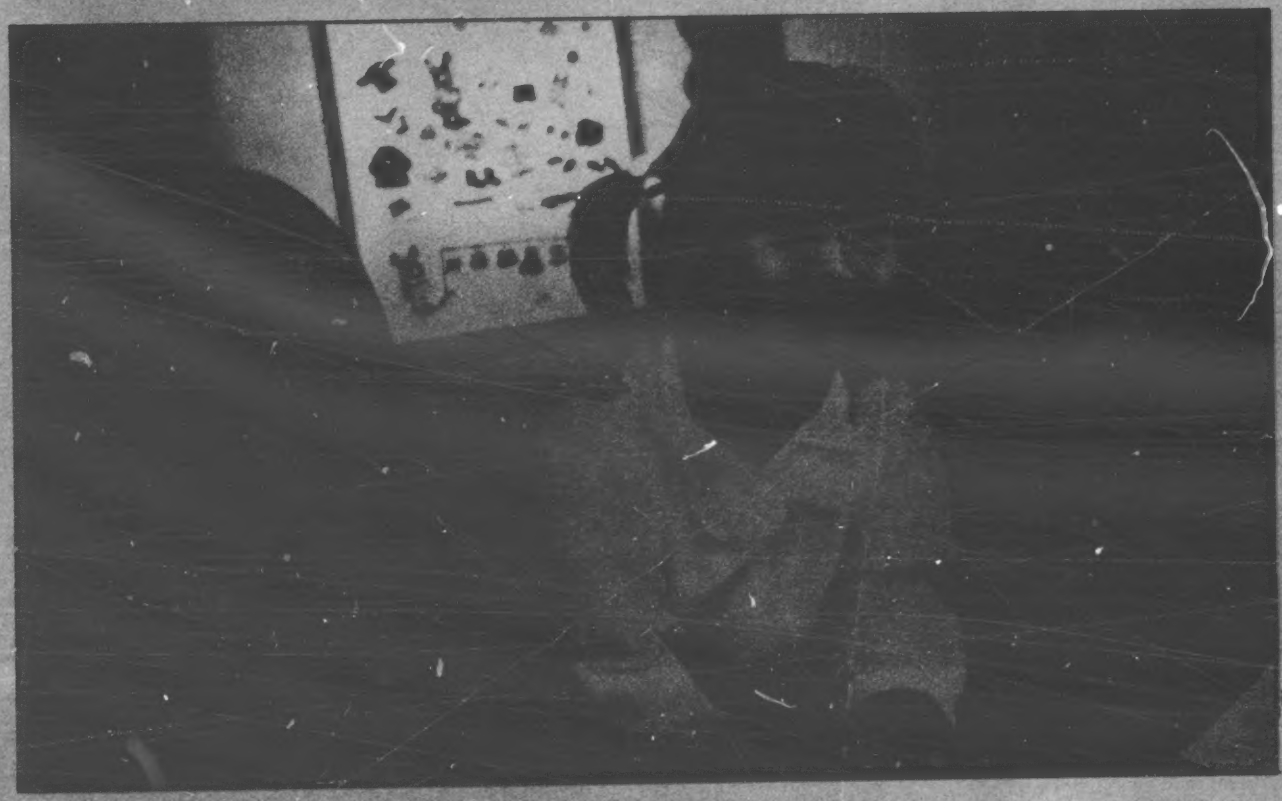
Top, a young Hmong refugee gets a check-up. Left, a refugee from Czechoslovakia resettled by Church World Service. Right, a father and daughter from Malawi.

Young refugees (bottom) from Southeast Asia, (left) from Poland, (right) from Iraq.

UNHCR/L. Davies

Kenlynn Gallegos/CWS



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Tutoring

A tutoring program organized and staffed by members of the congregation can be a very successful method of language training. For various reasons, such as a refugee's expressed preference for personalized training, or lack of an available ESL program, sponsors may opt for this route.

Sponsors will find that many benefits are to be gained through involving the congregation in this crucial aspect of resettlement. Not only is such involvement rewarding for those who are teaching, but this arrangement holds many benefits for the refugee as well. Tutoring, as opposed to the formal classroom, can be arranged on a flexible schedule to accomodate both refugee and tutor, allowing all members of the family to receive instruction. Teaching by a responsive, caring individual, specific to the needs of each refugee, often proves more effective than many months of classroom training.

A great benefit of individualized instruction is the personal involvement of both refugee and sponsor. The development of a trusting, caring relationship can take place in this atmosphere. It is also exciting and rewarding for the sponsor/tutor to see the refugees grow in their language skills and use these skills to share their thoughts, feelings, and ideas with their new friends.

Members of the congregation may express apprehensions and reservations regarding the task of tutoring English to refugees because they do not speak the refugee's language. However, they can be reassured as they undertake this responsibility that other sponsors like themselves have successfully tutored ESL to refugees. A knowledge of the refugee's native language in order to teach them English is not necessary, especially through the "oral approach" programs described in this section.

One tutoring program which sponsors have found to be effective, easy-to-use and economical is the "Laubach Way to Teach English". This program can be used successfully in small groups or on a one-to-one basis, for any group of refugees, whether the tutors are experienced or inexperienced. The Laubach course offers tutor training workshops in many areas of the country. However, through use of the teacher-training materials, the program can be effective even if one does not have access to the tutor training.

The Laubach Way to English teaches in simple learning increments all necessary skills (listening, speaking, reading and writing) for all aspects of the refugees' new life: marketing, job, transportation, health services, school, and so forth. For further information about this program, write Laubach Literacy International, Box 131, Syracuse, NY 13210 or phone 315/422-9121.

The Language and Orientation Resource Center, a program of the Center for Applied Linguistics (CAL) offers free ESL materials (bibliographies and English pronunciation exercises, for example) as well as items for which there is a charge. Items in this latter category include phrasebooks, dictionaries, cassettes, etc. Contact LORC by phone (call toll-free 800-424-3750 or 3701; in Washington, DC: 298-9292) or by writing to 3520 Prospect St., NW, Washington, DC 20007.

Because of recent social service budget cutbacks, some ESL programs have been cut and only "heads of household" are guaranteed enrollment. Other refugees may enroll only if there are openings left. Thus, volunteer tutoring is a vital part of resettlement.

Tips on Tutoring

The following suggestions are offered to sponsor/tutors as they develop their teaching abilities under circumstances requiring cultural awareness and sensitivity:

1. In all sessions, work toward developing good rapport with the student while at the same time maintaining the learning process.

2. Be sensitive to the possibility of the refugee having feelings of inadequacy or nervousness. It helps if you try to put yourself in the student's place.

3. Be aware of cultural differences. Cultural orientation guides are helpful at these times. For example, the refugee's culture may teach such deference to teachers that the student may be hesitant to speak up, or he or she may not look you in the eye.

4. The use of objects, pictures and demonstrations in teachings is recommended.

5. Encourage the refugees to practice daily, using the English they are learning.

6. Give the student a lot of practice in speaking during the sessions.

7. Keep a normal speaking rate. If you slow down a bit in presenting new material, be sure to go over the material again at a normal pace.

8. Use consistent language patterns.

9. Review frequently; build on successful acquisition of English skills.

10. Encourage those who achieve language skills to model them in the family and reinforce their use in the home and community.

11. Encourage women and elders in addition to "heads of household" to learn English skills.

Refugees are often reluctant to speak English because of fear of making mistakes and being laughed at. Understanding the meaning of questions is most difficult for them. They tend to hide their lack of comprehension by quickly saying yes. Try to phrase your questions so that they must chose and state an alternative. Don't say, "Would you like sugar in your tea?" Say, "Do you want tea with or without sugar?" Speak slowly and in a normal tone of voice.

Tutoring as a supplement to the formal classroom should also be considered. This would not require an intensive tutoring program, although it would afford the refugee a tremendous learning advantage. Many times a refugee will need this additional support while attending language classes.

E) Education and Vocational Training

School Enrollment

It is the basic responsibility of the sponsoring congregation to assist in enrolling all school-age refugee children in appropriate schools. Although the children may not seem ready to overcome language barriers, nevertheless, they must be enrolled in school as soon as possible.

Most refugee children, once in school, learn English remarkably well and quickly. In addition to the language barrier, there are tremendous cultural and social differences which may be difficult for a child to comprehend and overcome. Because of the "foreignness" of their new surroundings, refugee children often enter their new school with feelings of uncertainty, fright or confusion. Although children are often quick to adapt, careful attention should nonetheless be given during the first few weeks and months to discover how well the children are adjusting socially and emotionally and comprehending the material new to them.

Because of the cultural and language-related difficulties, many refugee children will need special tutorial assistance during the first few months of school. Members of the congregation may be willing to volunteer for this, and it can be combined with ESL. In both cases, the sensitivity of the tutor can provide an invaluable link between the refugee child and the new world he or she faces.

When making the initial steps toward school enrollment, the following suggestions may be helpful: (For much of the following nine suggestions we are indebted to the Sponsors Organized to Assist Refugees (SOAR) office in Portland, Oregon.)

1) Sponsors may need to help refugees determine which school district refugee children should attend.

2) Call the school principal for an appointment and accompany the refugee child, parent(s) and an ethnic leader or translator (if possible) to enroll the child.

3) Be sure to bring I-94 cards.

4) Bring any documents or records of the child's educational background (if available).

5) Help complete all necessary forms.

6) Ask about lunch program.

7) It may be helpful to meet the children's teachers, if possible. You may wish to leave your name as a contact person.

8) Determine what supplies are needed and help the family purchase them.

9) Accompany children to the school or bus stop for the first few days until they become familiar with the route.

Bilingual Programs

In some school districts refugee children are required to take an English language test to determine whether or not an ESL program will be necessary. In some areas, bilingual programs are made available by law to any child who needs one. However, ESL and bilingual educational programs usually exist only in those areas with relatively large numbers of refugees and immigrants.

In areas where ESL programs are not available for children, refugee children are sometimes placed in special education classes. This practice, however, can cause great difficulties, as these children are not handicapped. In such instances it will prove more effective for a teacher or tutors recruited from the sponsoring congregation to spend time personally assisting these children with their language difficulties.

An information source offering guidance and resource materials on bilingual education programs, teaching aids, etc. is the National Clearinghouse for Bilingual Education, 1300 Wilson Blvd., Suite B2-11, Rosslyn, VA 22209; call toll-free, 800-336-4560 (in Virginia, call 703/522-0710). A bilingual education office in a nearby university may also be contacted.

Immunizations

Every state has a set of immunization requirements which each student must meet before entering the school system. Among the basic immunizations there usually are:

Diptheria-Tetanus-Pertussis, or Tetanus-Diptheria, or both
Polio
Rubeola (Red Measles)
Rubella (German Measles)
Mumps
A tuberculin skin test must also be taken within six months of enrollment (a chest X-ray is not acceptable)

Refugees from Indochina and Africa will have received many of these immunizations before arriving and should have a copy of their health records. Refugees from many other areas of the world will probably have copies of their health records stating which immunizations were received in their home country and when. Sponsors should assist refugees in keeping their health records and checking with local health authorities.

For information regarding immunization requirements, contact your local health department or school district.

The Role of Parents

Some refugee parents may have questions or experience confusion regarding certain aspects of their children's schooling. The following topics may have to be discussed with refugee parents:

1) All children between the ages of 6 and 16 or 17 must attend school. (Check with your local school district for specifics.) Young people are often permitted to enroll in high school until the age of 21.

2) Parents are encouraged to go to school to meet the teachers and discuss any special problems the refugee child may have. Open School Day or Parent's Day are good occasions for this.

3) Parents are responsible for their children's attendance and must send a note to the teacher the next day if their child is ill or must stay home for some reason. Encourage the parents to show the sponsor any communication from the school for clarification if questions arise.

4) The differences between public schools and private schools may have to be explained to the family.

5) Explain that school buses and crossing guards help to ensure their children's safety.

Post-Secondary and Adult Education

Adult members of the refugee family may wish to attend classes in addition to their ESL training. Adult education programs administered through local public and private high schools, colleges, and universities can sometimes meet this need.

Sponsors can assist members of the refugee family who are interested in attending a college or university, vocational school, technical school or hospital school of nursing, in locating appropriate schools and in filling out applications and proper forms.

In addition to state and federal financial assistance programs, many schools also have their own financial aid programs, work study and scholarships. For information, contact high school counselors or financial aid offices.

Vocational Training

Special vocational training programs are available for refugees in many communities. These programs often include related training of special interest to refugees such as driver's education, job orientation, shop math, blueprint reading, and so on. They may also include or provide access to special support services such as employment counseling, day care, transportation, translation, job development and placement.

TIP TO REMEMBER

* *Although refugee children are often quick to adapt, careful attention should nonetheless be given during the first few weeks and months to discover how well the children are adjusting socially and emotionally and comprehending material new to them.*

F) Transportation

A transportation pool consisting of several "on-call" volunteers with flexible schedules would be ideal for the task of transporting refugees to various places such as supermarkets, ESL classes and job interviews. It is important to remember, however, that in this as in other aspects of resettlement, a primary goal is self-sufficiency. Therefore, sponsors can consider the following steps toward that end:

Cars, Licenses and Insurance

Eventually, most refugees will consider buying an automobile. In some cases, they have been licensed to drive in their home country and will be ready to own a car in a short period of time. However, some refugees will be unfamiliar with the mechanics of driving and the principles of traffic regulations. In any case, assistance in securing a license, understanding laws and purchasing a car will be needed. The importance of traffic safety must be emphasized.

The cost and purpose of regular maintenance should be explained if the refugee is not familiar with such procedures. Several aspects of auto maintenance in particular may be unfamiliar to some refugees. For instance, the practice of "winterizing" a car (antifreeze, snow tires, etc.) would be new to refugees from warm climates.

Getting a License

When the subject of driving and owning a car is addressed, the importance of having a license should be stressed. The limitations and purpose of a learner's permit (if available in your state) may also have to be explained. Be certain that the refugee understands the consequences of driving without a license or valid learner's permit.

TIP TO REMEMBER

* *The importance of traffic safety and automobile insurance coverage should be stressed to the refugees.*

Some refugees who are presently licensed to drive can obtain a U.S. license by simply passing a written test. The U.S. government has reciprocal agreements with many countries regarding driver's licenses. For information on which countries are or are not covered under such agreements, contact the local office of your state department of motor vehicles.

Those who are not currently licensed will have to pass both a written exam and road test. The refugees should understand that the written test is on their understanding of the laws, and the road test on their ability to drive. In most states, an oral test, with the aid of an interpreter, may be substituted for a written one. Some states may have tape recordings in the refugee's language for taking the written test.

Auto Insurance

Most states require automobile owners to carry some form of liability insurance. Many refugees, however, may not be familiar with such requirements or even with the concept and practice of liability insurance in this country. Refugees may be totally unaware of the lawsuits and possible legal consequences, such as garnisheeing of wages, that even relatively minor accidents involving personal injury can engender for uninsured motorists.

Experience has shown that it is very important to carefully explain the insurance system and the consequences that can befall uninsured motorists and to stress that liabiltiy insurance is as much a requirement of owning and driving a car as is licensing. Given the often confusing array of insurance companies and policies, the sponsor may want to offer to assist the refugee in obtaining an adequate policy at a reasonable rate.

G) Rights and Responsibilities of Refugees

Persons admitted to the United States under the provisions of the Refugee Act of 1980 are protected by the same laws, subject to the same obligations and penalties, and entitled to most of the basic rights enjoyed by U.S. citizens. Sponsors should inform refugees of their rights as well as responsibilities when explaining the basic laws which govern this society. There are many laws and regulations which refugees from some cultures will be unfamiliar with and such differences will require some discussion.

The roles and responsibilities of the police force in this country should also be discussed. Sponsors can help refugees to understand that the function of police officers is two fold: enforcement of the law and protection of the people. Refugees should be aware that police officers will assist them in emergencies and when they are lost.

The sponsorship experience has broadened our interest in Vietnam's problems and has given the community and church a personal opportunity to see the refugees' bravery and will for survival. It has also given us the opportunity to love them and have the love returned. We have all been stretched in vision and compassion.

We have made some cultural mistakes, but the refugees recognized our real caring for them and did not hold it against us. I anticipate some continued interaction for years to come from those persons whom we got closest to even though they moved to California.

--Refugee Sponsor

By the term "refugee" this section refers to an individual who has been legally adjudged a refugee and been officially admitted to the U.S. under the provisions of the Refugee Act of 1980. Other persons who fit under the definition of refugee used by the United Nations High Commissioner for Refugees but who have not received refugee status are eligible to apply for political asylum using Immigration and Naturalization Service form I-589. It is essential that they consult a lawyer or agency representative knowledgeable in asylum proceedings if they wish to apply for asylum.

A useful booklet regarding obtaining citizenship is:

How to Become a Citizen of the United States, by the American Council for Nationalities Service, 147 pages, paperback, $3.00 single copy, 10 or more copies $2.00 per copy. Order from: American Council for Nationalities Service, 20 West 40th Street, New York, NY 10018 or one of its affiliate branches around the country.

The I-94 Card

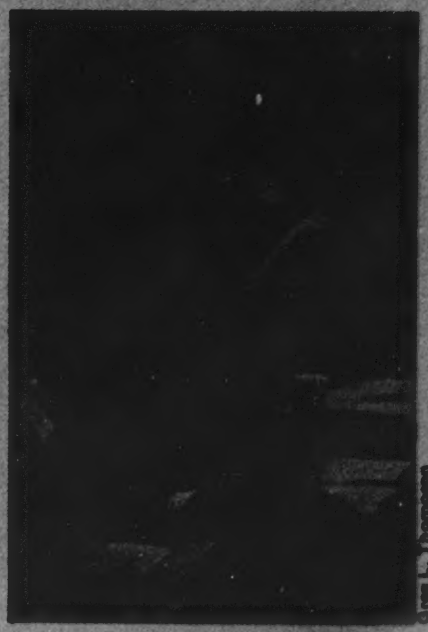
Refugees who enter the U.S. are issued an I-94 form at their place of entry by the Immigration and Naturalization Service (INS). This card indicates the refugee's name, date and place of birth, address overseas and in the U.S., type of entry document, alien number, employment authorization, and date of arrival. This document is the refugee's proof of legal entry, and a photocopy of it should be carried at all times. If the I-94 contains an error or in the event it is lost, the local INS office should be contacted immediately for a duplicate.

Other Procedures and Documents

Refugees will need special clearance and forms for some situations, such as the following:

*Travel outside the U.S.: Refugees who leave the country temporarily must secure a Refugee Travel Document from the INS. Form I-570 is used to secure this document and can be obtained by calling or visiting your regional INS office. The Refugee Travel Document is used in place of a passport for refugees. Permanent resident aliens can get a Re-entry Permit (Form I-131) instead of a Refugee Travel Document. Both documents take about 45 days to obtain, and are available through the local INS office. Travellers should then contact a consular office of the country they wish to visit for a visa.

*Reporting change in address: U.S. law requires that all non-citizens report a change in address to the INS within 10 days of moving by using Form AR-11, available at INS district offices.



Life in a New Land: (above) A Haitian family in Miami (right top) participants in a Seattle refugee forum, (middle right) a young Vietnamese refugee beginning her third year in the United States, (right bottom) a Cuban refugee in Miami.

Greg L. Thompson

Right, A volunteer teaching English to refugees. Bottom right, A Cuban refugee in Pennsylvania. Bottom left, an Ethiopian refugee.

Deena Holcomb/CWS

Deena Holcomb/CWS

*Registering with the Selective Service: Refugees are subject to the same requirements in this area as are U.S. citizens. According to current (January 1982) regulations, all refugee young men who arrive in the U.S. who were born in 1960 or later, or are already 18 years of age, must register with the Selective Service within 30 days of their arrival. Those who turn 18 at a later date must register within 30 days (before or after) of their eighteenth birthday.

Refugee men, like U.S. citizens, may seek conscientious objector (CO) status. Any refugee desiring to do so should contact a draft counselor before registering.

*Securing guardianship of minors: Refugee families accompanied by minors who are not their offspring should file for legal guardianship since many schools and medical facilities require such papers. Young people over 18 years of age who are accompanied by younger siblings should also file for legal guardianship.

Adjustment of Status

After having lived in the U.S. for one year, a refugee is eligible to apply for adjustment of status. The refugee must obtain, complete and file with INS the Adjustment of Status form. Your local office, as listed in the appendix, will help you with details. INS sends a notice of appearance for an interview; delays of six months are common. The interview consists of simple questions to determine the good moral character of the refugee as the law defines it. Refugees then are granted permanent resident status. The INS will then issue a "green card" (I-551) to the permanent resident. A refugee is entitled to almost all of the same benefits that a permanent resident is entitled to. However, a refugee cannot apply for citizenship until he or she has been a permanent resident for five years. (For refugees, the first year in the U.S. counts toward the five.)

Citizenship

After five years of permanent residency in the U.S. (including six months in the state where applying), a permanent resident alien (as the refugee is then legally classified) can apply for citizenship (naturalization). Form N-400 (Application to File Petition for Naturalization) is used for citizenship application.

A person applying for citizenship must meet six basic requirement:

1) Applicants must be at least 18 years of age; (children may derive citizenship through the naturalization of their parents.)

2) Lawful permanent residence--five years a lawful permanent resident, except in the case of a person married to a U.S. citizen, who may be eligible to apply after three years;

3) "Good moral character" and attachment to the principles of the Constitution;

4) Willingness to take an oath of allegiance to the U.S. and renounce all allegiance to his or her former country;

5) Knowledge of the English language;

6) Knowledge of U.S. government and history.

Additional Resources

*The CWS Social Services office will provide information and answers to your questions regarding adjustment of status.

*For assistance in filling out forms, a local refugee service program--if there is one--may be contacted. Ecumenical Refugee Resettlement and Sponsorship Offices (ERRSS) are often able to help.

*Citizenship classes are sometimes available through a local community college.

*Specific questions can be referred to the local INS office.

*Sponsors or refugees can write to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, and ask for the Basic Guide to Naturalization (Form M-230), available at a small cost.

Family Reunification

Many refugees, after establishing themselves in the U.S. will desire to have their relatives or friends presently in camps overseas join them in the U.S. A certain procedure has been established to facilitate the reunion of families and must be followed. Those refugees overseas who have "close relatives" in the U.S. will be considered first for entry to the U.S. Persons qualifying as "close relatives" are listed in categories determined by the U.S. government.

An Affidavit of Relationship must be filled out by the "anchor relative" (the relative living in the U.S.) and notarized with a copy of his or her I-94 or Alien Registration Card attached (if the refugee is now a permanent resident alien.) For relatives who are U.S. citizens, a statement from a notary public attesting to their citizenship should be attached to the Affidavit of Relationship. Copies of supporting documents, such as marriage license and birth certificate should also be attached, if possible. When filling out this form, the refugee should be certain to list family members according to the American custom of family relationships--cousins should not be listed as siblings, for instance. Remember to list names according to refugee custom.

In addition to the Affidavit of Relationship, a Refugee Inquiry Sheet should also be completed. This form does not have to be notarized. (A Refugee Inquiry Sheet can also be filed for a non-relative.) These forms should be sent to your national denominational resettlement office for processing and forwarding by CWS. The forms should NOT be sent directly to camps or agencies overseas. Photocopies of the forms should be sent to the refugees for information purposes.

Once CWS has filed these documents with the proper offices overseas, the refugee in question may be interviewed and a biographic data form prepared.

This procedure does not, however, guarantee that the refugee will be accepted for entry to the U.S. Furthermore, the length of the time between the filing of these documents and the arrival of refugees accepted for the U.S. program cannot be predicted and is often lengthy. Therefore refugees and sponsors are encouraged to be patient. You will be notified of progress as soon as information is received.

The Orderly Departure Program: Relatives in Vietnam

The Orderly Departure Program is a program which arranges for the movement of persons from Vietnam to the United States. This is a complex international arrangement, involving several steps and accompanying forms. For details, contact your denominational refugee resettlement office.

H) Medical and Dental Health

The health of refugees is, of course, a major area of concern in their resettlement. The refugees have received rudimentary health attention overseas and most arrive in generally good physical health. Some may, nonetheless, have medical or dental ailments requiring attention.

Most refugees come from countries with health philosophies and medical systems different from those of the U.S. and thus require orientation. Given the extremely high cost of medical care in this country, refugees will benefit from learning about and enrolling in health care insurance, health and maintenance service, or both. Since many refugees have suffered a lack of any kind of dental care for extended periods of time, some may need attention to urgent problems as well as orientation towards seeking dental care services over the long term.

General Health

All refugees are given a physical examination before being allowed to travel to the U.S. These examinations primarily insure that each individual has no communicable disease and is fit to travel. In Indochina the medical examinations

The benefits of refugee sponsorship have been wonderful. Many isolated communities in our state have became more knowledgeable about world affairs, have started reading the newspapers because of having people from other parts of the world in their community. We are one world and having refugees from around the world become part of communities has been very beneficial.

--Local Ecumenical Refugee Resettlement and Sponsorship Services Office

are performed by physicians selected and contracted by the Intergovernmental Committee for Migration (ICM). The physicians are working under current guidelines for examination of aliens furnished by the Center for Disease Control. In other parts of the world the panel of physicians is designated by the Department of State and also works under Center for Disease Control guidelines.

Most refugees arrive in fair to good health. However, it is recommended that each refugee upon arrival be sent for a complete physical check-up in case some health problems have not been attended to overseas. A visit to the dentist is also recommended.

Before refugees leave Asia, they will have received smallpox, cholera and, in most cases, typhoid inoculations. Persons leaving African countries will have had smallpox, yellow fever and typhoid inoculations as well as screening for tuberculosis. Europeans usually come with only smallpox inoculations, if any.

Health Care and Philosophy

It is important not only for sponsors but for attending medical practitioners as well to keep in mind that refugees come from countries and societies with different philosophies of health and systems of medical services. Specific cultural materials on each arriving ethnic group will help sponsors learn more about particular medical backgrounds.

In general, it can be noted that in most less-developed countries, general knowledge of health factors and preventative measures is limited among the general population. "Modern" or "Western" medical care in most such countries is often only available in more urbanized areas and affordable only by a small part of the population. Poorer people in particular often go to the doctor only when they are very sick and will go to a hospital only as a last resort.

Some cultures may place a higher emphasis on the "spiritual" or "psychological" aspects of healing than does modern Western medicine, which strictly limits itself to biological aspects of healing. While sponsors should provide complete modern medical care, the refugees' traditional understandings of healing should be respected.

Sponsor Concerns

1. A Physical Examination: A complete physical examination is a must for every refugee family member as soon as possible after arrival.

Local community public health clinics with experience in seeing refugees are the best resources where they exist. Medical doctors among the sponsoring congregation may be willing to donate services as their contribution.

It is highly recommended that women health practioners be located to examine female refugees; complete physical examination by male doctors can be very upsetting and humiliating - at least initially - for women from traditional societies.

It will be very helpful if an interpreter can accompany the refugee to the doctor for the physical exam and explain the process, as this can sometimes be an alarming experience for the refugee.

2. Care for Immediate Needs: Adequate medical care for any ailments or problems diagnosed in the initial examination should be arranged as soon as possible. This need not be a financial burden on the sponsor. By "networking" within the ecumenical church community, volunteer medical help may be located outside the local congregation or the denomination.

There are a number of government and community programs to provide health services to low-income people, including refugees, at little or no cost. These include:

a) Community health clinics which are funded in part to provide low-cost services for the less affluent among communities. Consult your local Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) office (if available), Refugee Forum, or State Refugee Coordinator for names and locations.

b) All hospitals which receive federal government funding or loans must, under the Hill-Burton Act, provide a certain percentage of their services at low cost or no cost to low-income people. Aid under this act must usually be applied for in advance or at time of registration. Some perseverance may be advisable; hospitals do not always make such assistance easily available.

c) Medical coupons, available through the national Medicaid program administered by local public assistance offices, are one way to cover refugee health care costs until the refugees are earning their own way and able to enroll in medical insurance programs.

3. Orientation:For their own survival and well-being refugees will need to understand the general orientation of the health care system in this country and especially the relatively high costs involved in seeking medical care, dental care, and hospitalization.

Sponsors may also help the refugees find reliable sources of information about health and medicine. Refugees should be reminded that television is a good way to learn English but a poor way to learn about healthy diet and medicines. Emergency medical procedures, drugs and medicines, recognizing illness and what to do, hospitals - their rules and policies, etc. - should be included in the orientation process.

4) Insurance and Health Care Systems: Some refugees will be unfamiliar with the concept of health care insurance. It may seem unreasonable to some to make insurance payments without actually receiving anything in return. Sponsors can help explain to refugees what they are purchasing when they buy insurance. The different types of health insurance policies as well as the advantages of insurance in general should be explained. Once refugees become employed, they should learn about medical insurance plans available through the employer or union and about cooperative group health medical service organizations.

5) Special Concerns:

a) Family Planning: Some people will know about and use contraceptives or other methods of birth control, some may not. This is a sensitive issue in many

cultures and even within families. A recommended approach is to suggest that the medical professionals who see the refugees raise the matter in the context of their professional exams or consultations.

b) Safety Tips: As mentioned in the section on housekeeping, refugees should be reminded of the need for safety in the home. Medicines, cleaning fluids, and other potentially toxic substances should be kept out of the reach of children.

6. Dental Health: Given the limited availability of good dental care in many parts of the world, many refugees have dental problems ranging from cavities requiring attention to the need for major orthodontic work. However, because of the high costs of dental work many sponsors have difficulty providing full dental assistance.

At least an initial exam and attention to serious problems should be arranged. Many sponsoring churches have found dentists among the congregation or in the community willing to provide an initial examination and some follow-up services as a contribution. If the sponsoring group could offer to underwrite the cost of x-rays and of materials, donations of labor may be even more readily forthcoming.

Medical Hold

If a refugee in a camp overseas has a communicable disease or another condition requiring special medical attention, the refugee and accompanying family members may be placed on medical hold. This means that although the refugees have been sponsored, they will not be moved until a Waiver of Excludability, or, in the case of Indochinese refugees, a re-confirmation of sponsorship, has been received overseas.

As established by United States Immigration Law, there are two classes of medical conditions, Class A and Class B, which are subject to medical hold. Class A includes contagious diseases, such as tuberculosis, or leprosy, and mental defects or retardation. These conditions are grounds for exclusion unless a Waiver of Excludability is obtained.

This waiver, Immigration and Naturalization Service (INS) Form I-602, is filed by the refugee overseas and sent to Church World Service, which forwards it to the sponsor. The form is then undersigned by the sponsor and the medical person or facility who has accepted responsibility to assist the refugee. It is then sent back to CWS which submits it to the Center for Disease Control in Atlanta for approval and follow-up.

For refugees from Indochina, however, this procedure has been changed and shortened. INS, the Center for Disease Control, and the State Department together have agreed to accept entry upon submission of a letter of reconfirmation from the voluntary agency and sponsor. This letter consists of the following three statements:

1) that the sponsor is aware of the condition

2) that the sponsor reconfirms sponsorship

3) that the sponsor will take the refugee to the public health facility within seven days of arrival.

Upon this verification, CWS sends a telex of acceptance overseas.

In the case of a refugee with TB, the family will be moved only when two separate negative "sputum samples" (TB tests) as well as the reconfirmation have been obtained. This would prove that the TB is no longer in a communicable stage for travel purposes.

Class B disabilities includes non-contagious diseases and relatively minor disabilities. Therefore, neither the Waiver of Excludability nor a reconfirmation letter is required. The refugee overseas is placed under observation from two to six months to insure that no further symptoms may develop. The denomination and sponsor are notified of the condition and of the action taken.

For pregnancy which is in the advanced stages--seven months or more--the family must wait for movement until one month after the birth.

CWS cases on medical hold are handled by the CWS Social Services office. Specific questions can be referred to that office.

TIP TO REMEMBER

* *Refugees often arrive with different cultural understandings of medicines and healing. These understandings should be respected.*
* *A complete physical examination should be given to every member of the refugee family as soon as possible after they arrive.*

I) Mental Health and Social Integration

Mental health issues for refugees are a concern about which sponsors should be aware. Refugees possess great inner strength, as has been pointed out, and one of the most important points of sponsorship is allowing refugees to re-discover their own strength.

Sometimes, however, the combined difficulties of the loss of their former world and the trauma of adjusting to a complex new world may become problematic for refugees. Sponsors should be sensitive to the possibility of mental health problems in refugees.

There is at times a delayed reaction to the trauma and grief of the refugee process which is experienced after the refugees are settled. Sponsors should be sensitive to the tremendous culture shock refugees are experiencing. The expectations of male/female roles, class status, and other transitions can pose problems for refugees.

Assimilation of the refugee as a productive and participating member of the community is the aim of resettlement. To define exactly what constitutes integration is not easy; it is a complex process which involves preservation of elements of the refugee's cultural heritage along with the acceptance of "American ways" leading to self-sufficiency and responsibility.

Refugees face tremendous stress from a multitude of factors upon arrival. These generally include:

1) Physical exhaustion complicated by poor nutrition and poor health conditions in transit and in camps.

2) Culture shock, the most common symptoms being:
-disorientation in time;
-unusual fatigue;
-extreme mood swings;
-crying easily or laughing inappropriately;
-general nervousness and restlessness;
-fearfulness, anxiety and withdrawal;
-inappropriate level of distress over small matters;
-antagonism or suspicion toward members of the new culture.*

The danger is not so much in the existence of the symptons, but in the <u>degree</u> and <u>persistence</u> of the reaction. The best treatment for culture shock, of course, is time, good orientation and sympathetic support during the stressful periods.

Consult the "Mental Health" section of the Recommended Resources section at the back of this booklet for a list of helpful materials on this topic. A mental health professional should be consulted if questions arise.

*Source: <u>Working With Indochinese Refugees</u>, Travelers Aid/Immigrants' Service League of Chicago.

The Sponsor Role in Social Integration

The role of the sponsoring congregation as friends with and advocates for the refugees is crucial to both their adjustment and their integration in this society. Indeed, the friendship, the sympathy, understanding, compassion and moral support a congregation offers is the most valuable part of sponsorship.

Being a friend also requires a large measure of respect for the refugees' own heritage which is often very different from that of contemporary America. Respect includes supporting - not discouraging - refugee attempts to preserve and maintain important elements of their own cultural heritage, including foods and language in their own homes, as well as music, dance and other aspects which they might wish to share on occasion with their hosts.

As friends, sponsors also have the opportunity to offer refugees in example as well as words a view of a real "America" they would never have seen in Hollywood movies or paperback books. As one refugee worker emphasized, "A most valuable service that sponsors can provide is to simply confront the refugees' crude 'Holywood image' of what America is with the normal, decent behavior of individuals and families."

The Sponsor as Advocate

The role of the sponsor as advocate, one who insures just and decent treatment for the refugees without discrimination against other groups, is vital to the well-being and successful integration of refugees.

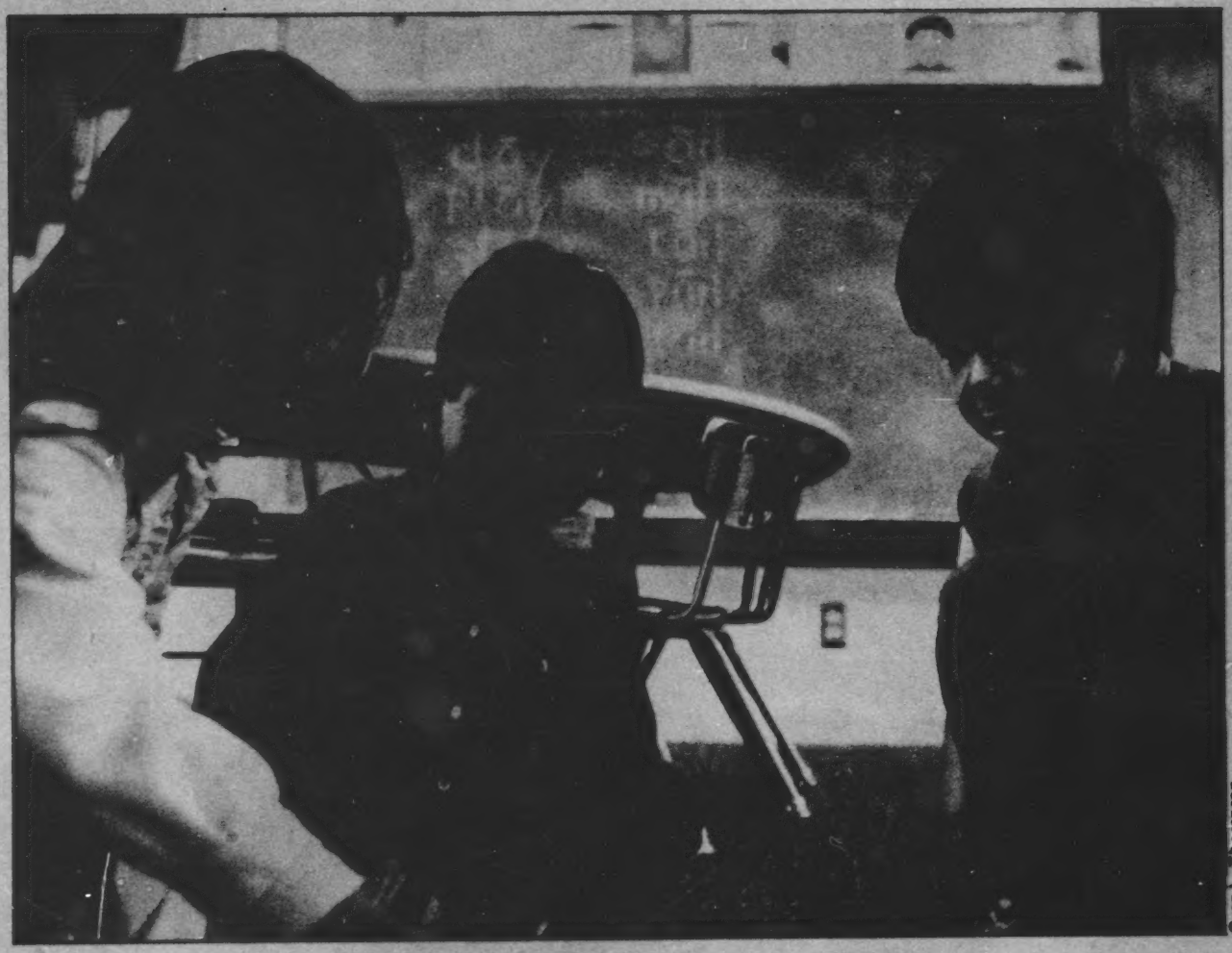
Being an advocate means making efforts to see that refugees are not taken advantage of, discriminated against, or exploited in the workplace or their personal lives.

Equally important are the sponsor's efforts to encourage contact and communication with groups of differing backgrounds including minority groups in the communities where the refugees resettle. Such efforts can be a significant step towards preventing or reducing possible community tensions.

The role of advocate includes linking the resettlement ministry of the sponsoring congregation with its other concerns and ministries, of making it a vital activity integral to the life of the church. As has already been noted, resettlement of refugees involves dealing with issues of economic justice, race relations, community tensions and larger global refugee issues such as international relations and immigration concerns.

The public expression of support for continued admissions and resettlement of refugees in the U.S. is vital in this period of heightened concern over immigration policies. Equally important is to direct attention to the root causes of refugee exoduses. The real solutions to refugee problems will only come through involvement of local congregations and groups and the nation as a whole.

Top, A Hmong refugee. Bottom, a Yao refugee.



Learning English by playing games.

Despite all the problems in our cities today, despite all the burdens that our communities are bearing with unemployment, inflation, housing and taxes, you should recall that the record of history is clear: whenever we have helped others to come here and build a new life, whether it was the Irish in Boston long ago, or the Italians in New York City, or the Chinese in San Francisco or the Cubans in Miami, there have always been those who would close the golden door, but afterwards we have always been able to say, 'by helping these people, we have helped ourselves.' Our role as a beacon of freedom in a darkening world is too precious a part of our tradition, too central to our strength as a free people, to allow it to weaken even in the hardest times. If we ever determine that the Statue of Liberty has become obsolete, we may find that we have become obsolete also.

-Victor Palmieri,
former U.S. Coordinator for Refugee Affairs

Refugees and Their Own Communities

The support that refugees can receive from and give to members of their own communities is critical to adjustment and integration.

The refugee community plays a key role in assisting its members to maintain a sense of identity and provides the support previously given by extended family and home community structures lost or left behind. Similarly, as refugees begin to adjust and integrate, they can begin to offer guidance and orientation to newcomers from the perspective of those who have actually been through the refugee experience.

Sponsors should be sensitive to the possibilities of developing refugees' arts, crafts, foods, needlework and similar talents. Exhibits can be scheduled on their own, or refugees' work could be included in a church bazaar. This will not only affirm the refugees' cultural heritage and include them in community activities, it may also supplement their income in some cases.

Mutual Assistance Associations

The role of organizations among the refugees in facilitating refugee adjustment and integration has been widely recognized in resettlement efforts across the nation over the last several years. Indeed, strong encouragement has been given to the formation of refugee mutual assistance associations, often referred to as MAA's for short.

Refugee organizations can play a vital role in the resettlement processes affecting them. Through these MAA's and similar collective organizations, refugees can make their voices heard and exert influence over the resettlement and integration process. MAA's also give refugees forums to challenge exploitation and manipulation as well as provide a place for regenerating

and preserving cultural heritages such as art, dance, music and food.

MAA's have been independently organized by refugees of virtually every ethnic or national group wherever any number have found themselves resettled in the same area or community. Sponsors should encourage and facilitate initial contacts between those they sponsor and whatever group or groups of their ethnic community exist locally.

While refugee communities and their organizations play strong positive roles, they can also be a source of some understandable tensions both among refugees themselves and for sponsors.

Differences in personalities, in rates of adjustment or adaptation, or in political viewpoints can become greatly magnified. And those who differ from the norm of the majority can find themselves under great pressure to conform or face the lonely and terrible fate of being ostracized in the alien environment of a strange country.

Refugee communities develop and discuss issues which are important to them. For some these may include continuing to carry on the political battles in their homeland. For many, it means addressing the dream or the possibility of eventual return to their homeland.

Such agendas may also include perspectives at odds with what sponsors or resettlement agencies consider best options. Nevertheless, refugees need to have the freedom to make their own decisions and live their own lives.

TIP TO REMEMBER

* *The support that refugees can get from and give to members of their own communities is critical to adjustment and integration. Experience has shown that refugee communities play key roles in assisting their members to maintain a sense of identity and to provide support in place of extended family and community structures lost or left behind.*

J) Spiritual Considerations

The willingness of the churches to reach out in sponsorship to refugees is based upon their religious beliefs and values. It is inevitable, therefore, that sooner or later various questions arise that are related to "sharing faith" and the responses of the refugee in these matters.

The desire to share our Christian heritage and faith is an important part of the church. As recorded by Matthew 28:19-20, Jesus Himself said:

> Go ye therefore and teach all nations, baptizing them in the name of the Father, and of the Son, and of the Holy Ghost; teaching them to observe all things whatsoever I have commanded you: and lo, I am with you always, even unto the end of the world. Amen.

Experience has shown, nonetheless, that the area of religious beliefs and practice is a very delicate one in relations between refugees and sponsors. In light of the profound changes in the refugees' lives, sponsors need special awareness of this issue.

Religion, A Fundamental Part of One's Identity

Whether particular individuals openly practice their faith on a regular basis or not, the religious philosophies of their homeland underlie their social and cultural practices. For most, it is central to their understanding of their very identity. Just as many of the laws, customs and social values in this country reflect our predominantly Judeo-Christian heritage, so do the laws, customs and values in other lands relate to the predominant religious faiths of the nation.

Because of these factors, experience has shown that rushed or pressured religious changes or "conversions" can be disastrous both psychologically and emotionally for refugees. Religious beliefs and traditions may be one of the few elements of their heritage that refugees have not lost in their flight. Abruptly relinquishing these beliefs adds one more loss to their already overflowing burden of losses and grief and thus further complicates their adjustment, mental health and ultimate integration.

Conclusion

Sponsorship of refugees accepted by the United States and in need of resettlement offers the opportunity to the Immigration and Refugee Program of Church World Service and its participating denominations to be in mission in this country.

The Refugee Act of 1980 takes into consideration the fact that refugee problems have become a chronic feature of our world rather than occasional aberrations that can be dealt with on an emergency basis and then forgotten. Thus, the resettlement ministry of churches should not be merely a special program in response to a crisis, but a continuing concern that can become an integral part of the congregation's on-going ministry.

Those of us who represent Church World Service participating denominations in the ecumenical effort of resettling refugees are very proud of our denominations. We are pleased by the response that we have had so far in this time of world crisis. You have done a fine job of sponsoring the families that you have taken. You have worked hard, been very generous, have opened your hearts and your homes, and helped your neighbors in a time of need. But the on-going ministry of our churces to refugees must continue. We still desperately need sponsors even though media coverage of the refugee situation has declined.

Please respond once more by writing or calling your denominational resettlement officers listed in the back of this manual.

5. Recommended Resources

TOLL-FREE NUMBER

800/424-0212 is a toll-free number sponsored by the Office of Health and Human Services Office of Refugee Resettlement with translation services in Cambodian, Lao, and Vietnamese. 8:30 - 5:30 Monday through Friday.

BIBLES

Bibles, New Testaments, and certain individual books of the Bible are available in many refugee languages for a small charge from the American Bible Society and the New York International Bible Society. Contact the former at Box 5677 Grand Central Station, New York, NY 10163 (phone 212/581-7400) and the latter at 144 Tices Lane, East Brunswick, NJ 08816 (phone 201/238-5454).

Free single copies of the New Testament in Khmer and Lao are available for refugees from Gideons International, 2900 Lebanon Road, Nashville, TN 37214 (phone 615/883-8533). They have Vietnamese-English New Testaments for a small charge. The name of the sponsoring congregation or organization should be given when ordering.

GLOBAL REFUGEE SITUATION

The Churches and the World Refugee Crisis, an 18-page booklet containing a World Council of Churches statement and background document on refugees. Among the topics discussed: definition of who is a refugee, asylum, "non-refoulement" (forced return), mass exodus, refugee rights, solutions, understanding why, and recommended guidelines for the churches. Available from World Council of Churches, Refugee Service Office, PO Box 66, 1211 Geneva 20, Switzerland.

General information on refugees around the world is available from the office of the United Nations High Commissioner for Refugees, Room C-301, United Nations, New York, NY 10017. The office has brochures, slides, movies, posters, black-and-white photographs, and other educational material.212/754-7602.

Refugees and Human Rights Newsletter, published occasionally by Church World Service Immigration and Refugee Program Information Office, examines refugee issues around the world. Write: Church World Service Immigration and Refugee Program, Information Office, Room 528, 475 Riverside Drive, New York, NY 10115.

Africa Refugee Update and Latin American and Caribbean Refugee Update also from CWS-IRP Information Office examines refugee topics from areas of the world with large numbers of refugees. Free from address above.

A major issue for persons concerned about refugees is the need to address root causes. For a listing of Publications and audiovisuals describing Church World Service work around the world on such issues as hunger, development, and assistance to refugees in camps overseas, contact: Office of Interpretation and Promotion, Church World Service, 475 Riverside Drive, Room 620, New York, New York 10115.

Together on the Road, a 16-page pamphlet available from the World Council of Churches Refugee Office, address above, which describes the needs of refugees around the world and some of the churches' response to the needs. Photographs add to this text.

THEOLOGY

Theological Reflections on Refugees, a 19-page booklet containing four essays on the theological understanding of the refugee issue. Free from CWS-IRP Information Office, address above.

BACKGROUND AND CULTURAL ORIENTATION MATERIALS

Refugee Fact Sheet Series provides cultural background information on Ethiopians, Afghans, Armenians, Kurds, Mien, and Soviet Jew refugee groups. Available free from the Language and Orientation Resource Center of the Center for Applied Linguistics. 800/424-3750 or 3751 (toll-free) (except in Washington DC) or write: Language and Orientation Resource Center, 3520 Prospect Street, NW, Washington DC. In Washington, DC call 298-9292.

The Peoples and Cultures of Cambodia, Laos, and Vietnam, an eighty-one page booklet with text and color photographs describing the cultural background of refugees arriving from Southeast Asia. Available from Language and Orientation Resource Center, as listed above. Price: $5.

Films, videotapes, and slides to orient refugees to life in the United States are available in eight refugee languages from Language and Orientation Resource Center, address above. Topics covered: introduction, employment, household maintenance, basic health care, emergency situation.

Your New Life in the United States, a 210-page illustrated handbook to orient recent refugee arrivals. Available in English, Chinese, Cambodian, Hmong, Lao and Vietnamese, it is being adapted for Cubans and Haitians. The book covers such topics as travel and communication, education, medical care, employment and consumer education. Contact Language and Orientation Resource Center, (see above).

Afghan Refugee Resettlement Profile, a 36-page booklet describing the background of refugees from Afghanistan, including geography, religion, society and family, history, food, etc. with photographs. Published by CWS-IRP Information Office listed above.

CHURCH STUDIES AND MAGAZINES RELATED TO REFUGEE, IMMIGRANT, AND UNDOCUMENTED TOPICS

Policy Statement on Immigrants, Refugees, and Migrants of the National Council of the Churches of Christ in the U.S.A. adopted May 14, 1981. Available free in limited quantities from CWS-IRP Refugee Information Office,, address above.

Youth magazine, October 1981 issue on young immigrants. Published by United Church Press, 132 W. 31st St., 17th floor, New York, NY 10001. Price per copy, $1. 48 pp.

U.S. Refugee Policy: A Dilemma for Christians by Janis Thompson, Ph.D. Covers such topics as who are the refugees and why do they leave home; world refugee crisis/US response; U.S. immigration policy--who can come here and who cannot--and the historical development of these policies; and can we afford to help the refugees? Write Presbyterian Church/US Synod of Florida, 1221 Lee Road, Suite 214, Orlando, Florida 32810; 305/295-1243. $2.00.

Engage/Social Action devoted most of its February 1981 issue to the theme "Strangers Within the Gate: An Analysis of U.S. Immigration." This is a publication of the United Methodist Church in close cooperation with the United Church of Christ. Write e/sa, 100 Maryland Avenue NE, Washington, DC 20002. Single copies are 75¢, bulk copies less.

PROCESSING

Indochinese Refugee Program Processing Guide. Detailed information on citizenship and related concerns, published by the Department of Justice, Immigration and Naturalization Service (INS). Order for $2.75 from Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402, requesting stock #027-002-00195-8.

Naturalization Requirements and General Information (#N-17) is a pamphlet available free of charge from the U.S. Department of Justice, INS 425 I Street NW, Washington, DC 20536.

LEGAL

The Rights of Aliens: The Basic ACLU Guide to an Alien's Rights by David Carliner. A guide to legal rights in plain, everyday language by an attorney who specializes in immigration and nationality matters. Avon Books paperback, $1.95, 225 pp. The Spanish edition, Los Derechos de Los Extranjeros, is available for the same price from the American Civil Liberties Union, 132 W. 43rd Street, New York, NY 10036.

PUBLIC POLICY ADVOCACY

U.S. Immigration and Refugee Law and Policy What it is, how it works, how it changes. Available free from CWS-IRP Information Office, address above.

MENTAL HEALTH

Physical and Emotional Health Care Needs of Indochinese Refugees. Paper published March 20, 1980 by Refugee Action Center (RAC), 1424 16th Street, NW, Suite 404, Washington, DC 20036; 202/667-7810. Cost: 75¢.

Working with Indochinese Refugees: A Handbook for Mental Health Workers and Human Service Providers by Nancy Lee Koschmann and Joseph Jay Tobin.
A free copy of this pamphlet is available by writing the Illinois Department of Public Aid, Office of Refugee Assistance, Attention of Dr. Edwin Silverman, 624 S. Michigan Ave., Chicago, IL 60605.

Mental Health and the Immigrant, a special issue of Migration Today, a magazine dealing with migration issues. A very helpful discussion of mental health topics as they relate to various refugee groups. Single copy: $3.50. Migration Today, 209 Flagg Place, Staten Island, New York 10304 212/351-8800.

Mental Health and Exile. Papers from a seminar on mental health and Latin American exiles. Discusses the traumas of exile, therapy and methods of intervention and action, the situation of children (the most significant aspect being the loss of the father's status within the family) and problems of return. May, 1981; $7 price includes surface postage. World University Service, 20 Compton Terrace, London NI 2UN, England.

Welcoming Our New Neighbors, Church World Service guide for churches and communities resettling refugees. Free, available from CWS Refugee Information Office, address above.

The Church & Immigration, a special edition of Justice Ministries (the quarterly publication of the Institute on the Church in Urban-Industrial Society (ICUIS), focuses attention on America's ambiguous stance toward immigrants and on the church's role in clarifying the situation, highlighting people of Hispanic heritage. Specify volume #11-12. Winter-Spring 1981 and include $4 per copy (bulk orders are less) to ICUIS, 5700 S. Woodlawn Ave., Chicago, IL 60637.

The Other Side, July 1981. This particular issue of the magazine is devoted to immigration concerns as they relate to justice issues and the Christian faith. Several personal accounts of resettlement (from the sponsor and community perspective) are included. Available for $1.50 from The Other Side, 300 W. Apsley, Philadelphia, PA 19144.

REFUGEE WOMEN

Women Refugees: Special Needs and Programs by Lani Davison. Reprinted from Journal of Refugee Resettlement, Vol. 1, #3, May 1981, pp. 16-26. Available through the Equity Policy Center, 1525 18th St. NW, Washington, DC 20036; 202/232-3465 or 3673. Price: $2.50

One Year After Arrival: Adjustment of Indochinese Refugee Women in America, by Ingrid Walter, director of Lutheran Immigration and Refugee Service. This study reviews the situation of almost 350 Indochinese women refugees as seen through their own eyes and through the eyes of Americans who accepted them as their new neighbors. Send $4 to Lutheran Immigration and Refugee Service, 360 Park Avenue South, New York, NY 10010.

A Future for Us All is a resource guide for refugee women's program development. Single copies are available free from the Center for Applied Linguistics/Language and Orientation Resource Center. Phone toll-free 800/424-3750 or 3701. Address above.

Teaching Refugee Women, a curriculum guide and teaching manual, is available for $11 from Indochinese Cultural and Service Center, 3030 SW Second Ave., Portland,OR 97201: phone 503/241-9393.

MEDICAL

Medical Guide and Glossary. Very comprehensive. Available in several Indochinese languages and English for $11 per copy. Contact Indochinese Cultural and Service Center in Portland.

ESL

Literacy Volunteers of America, Inc., 404 Oak Street, Syracuse, NY 13203; phone 315/474-7039.

Appendix I:

Church World Service Immigration and Refugee Program: Serving Denominational Needs

The churches in the United States have a long history of involvement in efforts to aid refugees and immigrants coming to resettle in this country. Many of our churches were themselves refugee and immigrant churches, established in this "new world" by people fleeing religious and political persecution in other lands.

Church World Service (CWS) was established in 1946 by 17 U.S. Protestant churches which wished to provide their ecumenical ministry which they had undertaken in three separate agencies with a broader and more permanent vehicle than had yet existed. CWS joined the National Council of Churches of Christ in the U.S.A.(NCCC) in 1950 and the Council's Division of Overseas Ministries in 1964 as the development, relief and refugee assistance agency of the NCCC. The ministry undertaken by member churches through CWS stems from God's acts of creation and redemption, which teach the undeniable value and equality of every human life. We are taught to respond in justice and with righteousness--especially with the poor and the oppressed--and to proclaim that the forces of pride and selfishness have been defeated and are being judged in Christ's new humanity. These acts also indicate God's purpose that the universe shall be made one through Christ, that the whole realm will be reconciled with its Creator, and that reverence for life in all its forms is a fundamental duty.

Immigration and Refugee Program

The Immigration and Refugee Program of Church World Service (CWS/IRP) was established at the same time the organization was founded in 1946, a time when millions of refugees made homeless by World War II were in dire need of help. CWS IRP responded to that need and has continued to respond, assisting its constituent denominations in resettling a total of over 310,000 refugees from many parts of the globe in the United States.

Refugee resettlement is one of the ways Church World Service and its constituent denominations respond to refugee needs. CWS also responds by sending aid to refugees in camps overseas, and by contributing to development and education products through colleague ecumenical organizations overseas. CWS also seeks to address the root

Greg L. Thompson

Thomas Bentz

Vietnamese Center Staff

causes of refugee work by its information and advocacy services.

Today 15 constituent denominations of CWS are active in refugee resettlement. (See Appendix VI at end of booklet.) These denominations each have their own resettlement office and staff who generate, follow-up and provide services for sponsorship among their local church congregations. The Immigration and Refugee Program of Church World Service functions as a resource and service organization for the denominational resettlement offices. The Immigration and Refugee Program Committee (IRPCOM), composed of the refugee resettlement officer from each denomination, operates as the policy-making and program review body for the CWS Immigration and Refugee Program.

Through IRPCOM, the member denominations collectively develop programatic responses to refugee resettlement needs, participate in national educational and advocacy efforts, organize responses to major refugee emergencies, and generate mutual support in sponsor recruitment and training efforts. The staff and offices of Immigration and Refugee Program in New York process case files received from overseas, assist denominations in matching refugee and sponsors, coordinate reception services for refugees at their port of entry, produce sponsor orientation and information materials, coordinate efforts of the national network of local Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) projects, and generate public advocacy efforts.

Voluntary Agencies (VOLAGS)

Church World Service, on behalf of its member denominations, is one of about a dozen non-governmental religious and secular voluntary agencies (or "volags" for short) responsible for refugee resettlement in the United States. Other principle voluntary agencies involved in addition to CWS include: American Council for Nationalities Service, American Fund for Czechoslovak Refugees, Inc., Hebrew Immigrant Aid Society (HIAS), International Rescue Committee, Lutheran Immigration and Refugee Service, National Council of YMCA's, the Presiding Bishop's Fund for World Relief of the Episcopal Church, Tolstoy Foundation, Inc., U.S. Catholic Conference, and World Relief Refugee Services.

Each of these agencies has its own resettlement systems and procedures. The resources and kinds of support available to refugees sponsored by one agency compared to another can vary considerably. This has sometimes led to confusion among refugees and sponsors. The development of federal resettlement guidelines for the voluntary agencies is, in part, an attempt to guarantee a certain minimum level of services for all refugees.

Representatives of these agencies and others cooperate on a regular basis as the American Council of Voluntary Agencies (ACVA). Those involved in refugee resettlement meet together as the ACVA Committee on Migration and Refugee Affairs to share and exchange information, coordinate activities such as distribution of refugee cases, and to develop joint advocacy efforts on behalf of refugee and resettlement concerns.

Appendix II:

CHURCH WORLD SERVICE
Immigration and Refugee Program
475 Riverside Drive
New York, N.Y. 10115

Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) Offices

The Ecumenical Refugee Resettlement and Sponsorship Services (ERRSS) is a network of service agencies comprising the ecumenical community arm of the Church World Service Immigration and Refugee Program's national denominational resettlement program.

In a partnership in refugee ministry between the church and the community, the ERRSS projects assist the CWS denominations and their local congregational affiliates in resettling refugees. The projects provide support services in such areas as sponsorship coordination, information and advocacy for refugees, and provide a variety of post-arrival services such as English-as-a-Second Language, job development, referral and counseling services, community planning and many other forms of assistance. Program planning and activities are coordinated with other regional and local agencies and service providers.

Consistent with the CWS commitment to a global refugee policy, ERRSS projects serve refugees of any nationality. They are mandated to assist refugee Mutual Assistance Associations and to promote ethnic leadership and participation at all levels of their operation. In addition, they incorporate in their community planning the concerns and welfare of U.S. residents, including minorities and undocumented persons. Ecumenically based and operated, the ERRSS projects are funded and supported by Church World Service and by other public and private sources. CWS funding is extended for six months or one year at a time, subject to an annual review. (Re-funding is not automatic, and the current list is valid only through September 1982.)

The locations of each of the currently-funded ERRSS projects are listed on the following pages. Please contact one of these offices for further information on their programs and services.

CWS - Funded Projects 1981-82

AGENCY	PROJECT COORDINATORS/DIRECTORS
CALIFORNIA	
First United Methodist Church Dr. Huynh Van Huon 2352 Broadway Oakland, CA 94612 (415) 834-1884	Indochinese Ecumenical Community Center Mrs. Van Minh H. Tran, Executive Director (415) 658-3068
METRO Dr. Richard Shanor 520 "E" Street, Suite 502 San Diego, CA 90101 (714) 234-3158	Refugee Assistance Program Do Thien, Director 1880 Third Avenue San Diego, CA 92101 (714) 232-1041
Northern California-Nevada Refugee Committee Mr. Harold Sutherland, Chairman 3755 13th Avenue Oakland, CA 94610 (415) 530-6381	Refugee Services Coordination for CWS Sponsors *Pat Waltermire, Director 3755 13th Avenue Oakland, CA 94610 (415) 530-6381
Southern California Council of Churches Rev. Gene Boutilier 813 S. Hope St., Room 31 Los Angeles, CA 90017 (213) 622-5191	St. Anselm's Immigrant & Refugee Community Center Fletcher Davis/Kathleen J. Cullinane 13091 Galway Street Garden Grove, CA 92644 (714) 537-0608
Immigration and Refugee Resettlement Commission Rev. Daniel A. Barrett, Director 813 South Hope Street Room 33 Los Angeles, CA 90017 (213) 622-5193, 5194	All Culture Friendship Center Hawthorne Methodist Church Rev. Victor Hand Mrs. Marion Denson, Director 4754 West 120th Street Hawthorne, CA 90250 (213) 772-0337
	Bethesda Presbyterian Cuban Center Ms. Lillian Cotto 14404 South Crenshaw Gardena, CA 90247 (213) 770-8486

* Sponsor Development

AGENCY	PROJECT COORDINATORS/DIRECTORS
	Hollywood YMCA Ms. Daphne Sturrock, Director of International Programs Mr. Bui Thien, Program Dir. 1553 North Hudson Avenue Hollywood, CA 90028 (213) 467-4161
	Long Beach Council of Churches Asian Pacific Family Outreach Rev. Donald Lindblom Emy Santos, Director 1401 Chestnut St., #317 Long Beach, CA 90813 (213) 591-0089
COLORADO	
Ecumenical Refugee Services, Inc. Mrs. Sharon Grimes, President Board of Directors 1711 Pennsylvania Street Denver, CO 80203 (303) 831-7231	*Patricia Wright, Director (303) 861-8886
FLORIDA	
Christian Community Service Agency Mary R. Smith, Exec. Dir. 1090 N.E. 79th Street, Suite 200 Miami, FL 33138 (305) 758-3071	Haitian Refugee Center 7610 Biscayne Blvd. P.O. Box 381257 Miami, FL 33138 (305) 756-0353
	Samuel Constant Acting Center Director Betty Wiggs, Admin. Coordinator
Haitian Refugee Center Sant Refijie Ayisyin, Inc. Pierre M. Armand, President Board of Directors 32 North East 54th Street P.O. Box 370543 Miami, FL 33137 (305) 757-8538, 8781	Fr. Gerard Jean-Juste, Project Director
Florida Council of Churches Dr. Thomas A. Downs, Executive Director 134 E. Colonial Drive Orlando, FL 32801 (305) 422-7077	Refugee Program *Rev. Robert E. Land Refugee Coordinator (305) 425-3624

AGENCY	PROJECT COORDINATORS/DIRECTORS
GEORGIA	
Christian Council of Metropolitan Atlanta Donald O. Newby, Exec. Dir. Margaret G. Koehler, Assoc. Dir. 848 Peachtree Street, NE Atlanta, GA 30308 (404) 881-9890 (Newby) (404) 881-9872 (Koehler)	Refugee Resettlement Program *Larry Ann Bridgeman Dr. Somchart Cha-umthong, Counselor
ILLINOIS	
Illinois Conference of Churches Rev. James M. Webb, Exec. Sec. 615 South Fifth Street Springfield, IL 62703 (217) 522-9942	Refugee Resettlement Coordination Task Force *Mary Caroline Dana, Director Field Office: *Kevin Kane, Assistant Director 5649 North Ashland Chicago, IL 60660 (312) 989-4333
Casa Central Rev. Daniel Alvarez, Exec. Dir. 2635 North Kedzie Avenue Chicago, IL 60647 (312) 276-0500	Milagros Ortiz
Assyrian Universal Alliance Foundation John Yonan, Exec. Dir. 5765 N. Lincoln Avenue Chicago, IL 60659 (312) 275-7862	Joy Caniglia, Administrative Assistant
MARYLAND	
Ethio/American Relief Committee Yeshitila Araya P.O. Box 11348 Baltimore, MD 21239 (301) 669-9000	
MASSACHUSETTS	
Massachusetts Council of Churches Rev. Dr. James A. Nash, Executive Director 14 Beacon Street Boston, MA 02108 (617) 523-2771	*Office for Refugee Sponsorship (617) 742-4452

AGENCY	PROJECT COORDINATORS/DIRECTORS
MINNESOTA	
Minnesota Council of Churches Willis J. Merriman Executive Director 400 B. South Main Street Austin, MN 55912 (507) 433-8332,3821	Sponsorship and Refugee Program *Ross Graves, Director Nguyen Van Anh, Refugee Coordinator
NEBRASKA	
Interchurch Ministries of Nebraska, Inc. Lincoln Center Bldg., Suite 303 214 Centennial Mall South Lincoln, NE 68508 (402) 476-3391	CWS Refugee Network *Sharon Shields, Coordinator (402) 435-5376
NEW JERSEY	
Cuban Refugee Service Center Rev. Bernardino Martinez 411 Eighth Street Union City, NJ 07087 (201) 866-6010	Linda Serpa Genaro Rivera
New Jersey Haitian American Cultural Foundation Mr. Bernard Bayard 24 Branford Place Newark, NJ 07102	Haitian/American Foundation, Inc. Jerome Audige 24 Branford Place, Suite 600 Newark, NJ 07102 (201) 643-1833
NEW YORK	
Asian American Service Center of New York Dr. Keith Russell, President, Board of Directors 780 Ocean Avenue Brooklyn, NY 11226 (212) 282-1603	Paul Tseng, Director (212) 469-2424 (Office) (212) 338-0849 (Residence) June Blom, Assistant Director (212) 351-2623
Diocese of New York of the Protestant Episcopal Church Archdeacon Robert Chapman 1047 Amsterdam Avenue New York, NY 10025 (212) 678-6955	Church Refugee Center St. Edward the Martyr Church Mr. Kerly Drouillard, Internal Coordinator 14 E. 109 Street New York, NY 10029 (212) 410-0330

AGENCY	PROJECT COORDINAOTRS/DIRECTORS
Evangelical Crusade of Fishers of Men Rev. Matthieu Cadeau, Chair of Church Board 1488 New York Avenue Brooklyn, NY 11210	Evangelical Crusade of Fishers of Men Rev. Philius H. Nicholas, PH.D. 1488 New York Avenue Brooklyn, NY 11210 (212) 434-7250
Genesee Ecumenical Ministries Rev. Lawrence Witmer, Executive Director 17 South Fitzhugh Street Rochester, NY 14614 (716) 232-6530	Refugee Program *Gail Kowalski, Coordinator (716) 546-1570
NORTH CAROLINA	
North Carolina Council of Churches S. Collins Kilburn, Exec. Dir. Bryan Bldg., Suite 201A Raleigh, NC 27605 (919) 828-6542	*Rev. Ruth Minter, Coordinator 208 E. Dulce Building P.O. Box 6637 College Station Durham, NC 27708 (919) 684-6630
OHIO	
Ohio Council of Churches Carlton N. Weber, Exec. Dir. Keene R. Lebold, Assoc. Exec. Dir. 89 East Wilson Bridge Road Columbus, OH 43085 (614) 885-9590	Office of Refugee Services *Robin Tetzloff, Coordinator
OREGON	
Ecumenical Ministries of Oregon 0245 S.W. Bancroft Street Portland, OR 97201 (503) 221-1054	Sponsors Organized to Assist Refugees (SOAR) *Ellen Martin, Coordinator 4837 NE Couch Portland, OR 97213 (503) 239-4241

AGENCY	PROJECT COORDINATORS/DIRECTORS
PENNSYLVANIA	
Pennsylvania Council of Churches Rev. Albert E. Myers, Executive Director 900 South Arlington Ave., Rm. 103 Harrisburg, PA 17109 (717) 545-4761	Office of Refugee Resettlement *Beverly Smith, Coordinator Field Offices: *Rev. Arthur Santos 4260 Chestnut Street, #B7 Philadelphia, PA 19104 (215) 387-4665 *Ms. Joan Paul, Regional Consultant Newlonsburg Presbyterian Church 4600 Old William Penn Highway Murrysville, PA 15668 (412) 327-5832
Inter-Church Refugee Center for Greater Philadelphia Rev. Dr. Harris B. Yii Executive Director 4042 Chestnut Street Philadelphia, PA 19104 (215) 222-4588	Rev. Noah Reid, Director (215) 386-1298, 1925
TEXAS	
Texas Conference of Churches Dr. James C. Suggs, Exec. Dir. 2704 Rio Grande, #9 Austin, TX 78705 (512) 478-7491	Refugee Sponsorship Development Project *Margaret Hofmann Refugee Coordinaotor
Houston Metropolitan Ministries Dave Knotts, Exec. Dir. 3217 Montrose, Suite 200 Houston, TX 77006 (713) 522-3955,	Interfaith Refugee Resettlement Program *Deborah Zadzi, Coordinator
Dallas-Fort Worth Refugee Interagency, Inc. Dr. William Stephenson 6525 Inwood Road Dallas, TX 75209 (214) 358-5127	Mrs. Fay Worrall, Director

AGENCY	PROJECT COORDINATORS/DIRECTORS
VIRGINIA	
Virginia Council of Churches 2321 Westwood Avenue Richmond, VA 23230 (804) 353-5587	Refugee Program *Rev. Dorothy D. France, Coordinator
WASHINGTON	
Washington Association of Churches Loren E. Arnett, Exec. Minister 4759 15th Avenue, N.E. Seattle, WA 98150 (206) 525-1213	Refugee Resettlement and Job Program John A. Huston, Program Director *Salley Mackey, Sponsor Coordinator 810 18th Avenue, Room 206 Seattle, WA 98122 (206) 325-3277, 322-4223
Tacoma Community House Rev. Robert Yamashita, Exec. Dir. P.O. Box 5107 1311 South "M" Street Tacoma, WA 98405 (206) 383-3951	Services Coordination for Indochinese Refugees (SCIR) Dana Clancy, Asst. Director for Program Services

Appendix III:

A "Sponsor Support Network" (and how to create one)

by Susan Brooks O'Neill

(Sponsor and Community Education Specialist for the Washington Association of Churches Resettlement and Job Program)

When the Vietnamese refugee family arrived in August of 1979, our church had a small group of caring people ready to assist in their resettlement. I had called a committee member the day prior to their arrival to offer some help, if needed; it turned out that I was the only person on vacation during the following two weeks and therefore became the primary contact person for all the initial experiences! I learned so much, so fast! I drew upon all my resources as a parent, a teacher, and a citizen during those early days. This immersion in the varied and complex fabric of resettlement was intense, tremendously satisfying and frustrating - frustrating because I knew I was "reinventing a wheel" that countless other sponsors had already "invented."

Upon reflection, I realized that my real need had been for more awareness and orientation as a sponsor prior to our family's arrival. Later, I needed on-going contact with other sponsors and local resource persons to learn what to do when, where, and how. "A sponsor support network would be helpful," I thought, so with encouragement from others, I volunteered to facilitate this concept.

The result is the "Eastside Sponsor Network" which has met monthly since November 1979. The network serves three basic purposes: 1) to provide face-to-face contact with other refugee sponsors living in the same general area, 2) to provide an opportunity for two-way communication between sponsors and community resource persons, and 3) to be an effective advocate for the needs of refugees and sponsors.

Valuable information related to the topics of culture-bridging - education, employment, and housing has been shared at our first meetings among resource people and sponsors. (A network meeting is sometimes the only direct access the agency representatives may have to hear the sponsors' needs and concerns.) Every resource person asked to attend has enthusiastically accepted and found the experience useful.

A directory has been compiled of the sponsors attending the meetings. The sponsors name, group, address, and phone number and the nationality of the refugee family are listed. The directory aids in the process of acquainting sponsors with each other, providing resources to answer questions which may arise, and bringing together refugees from the same ethnic groups for social events or helping as interpretors, etc.

We have learned that both sponsors and refugees have much to learn from each other. Continued dialogue is needed as the sponsorship experience evolves. More new sponsors join us regularly and experienced sponsors become teachers and students simultaneously. At this time, our meetings are intended primarily for American sponsors; a needed focus to be addressed soon is that of orientation and support of Indochinese refugees who are now becoming sponsors themselves.

The Eastside Sponsor Support Network has brought together many people from diverse backgrounds, crossing denominational lines, to work together in a common cause: facilitating the resettlement of Indochinese refugees in our communities.

Ideas compiled from our initial experiences have been incorporated in a paper entitled Ways to Create Your Own "Sponsor Support Network." It is an outline representing an approach to networking and covers topics such as contacting sponsors, location of meetings, publicity processes, program planning, arrangements, directory creation, and communications. Copies are available from the Information Office of the Church World Service Immigration and Refugee Program, 475 Riverside Drive, Room 528, New York, NY 10115.

Appendix IV:

Regional Liaisons

Church World Service Immigration and Refugee Program

Note: The following Regional Liaisons serve as links between local Church World Service-related refugee resettlement and regional Health and Human Services (HHS) offices.

Region I	(HHS regions I and II).....	Mr. Abdul Mohammed Church World Service/Immigration and Refugee Program (CWS/IRP) 475 Riverside Drive New York, NY 10115 (212) 870-3331
	Connecticut Maine New Hampshire Rhode Island Vermont Massachusetts New York New Jersey	
Region II	(HHS region III).....	Ms. Jane Sipes World Ministries Commission of the Church of the Brethren New Windsor, MD 21776 (301) 635-6464
	District of Columbia Maryland Pennsylvania Virginia West Virginia	
Region III	(HHS region IV).....	Rev. Michael Pszyk CWS/IRP Miami Office Royal Trust Building - Room 707 701 S W. 27 Avenue Miami, FL 33135 (305) 541-8040
	Alabama Florida Georgia Kentucky North Carolina South Carolina Tenessee Mississippi	

Region IV	(HHS region V and VIII).....	Mr. Ross Graves Minnesota Council of Churches Sponsorship & Refugee Program 400 B South Main Street Austin, MN 55912 (507) 433-8332
	Colorado Illinois Indiana Michigan Minnesota Montana Ohio North Dakota South Dakota Wisconsin Wyoming	
Region V	(HHS regions VI and VII).....	Ms. Margaret Hoffman Texas Conference of Churches 2704 Rio Grande, #9 Austin, TX 78705 (512) 478-7491
	Arkansas Iowa Kansas Louisiana Missouri Nebraska New Mexico Oklahoma Texas	
Region VI	(HHS regions IX and X).....	Ms. Lois Greenburg CWS/IRP - West Coast Office 5250 Santa Monica Boulevard Suite 311 Los Angeles, CA 90029 (213) 666-2707
	Arizona California Nevada Oregon Washington	

Appendix V:

Immigration and Naturalization Service District Offices and District Sub-Offices

Public Information Office
Immigration and Naturalization Service
425 Eye Street, NW
Washington, DC 20536
(202) 633-4316; 633-4330

AK
Federal Bldg., U.S. Courthouse
701 C Street, Room D-229
Anchorage, AK 99513
(907) 271-5029

AZ
Federal Building
230 North 1st Avenue
Phoenix, AZ 85025
(602) 261-3122, 3114 or 3115

CA
300 North Los Angeles Street
Los Angeles, CA 90012
(213) 688-2780

880 Front Street
San Diego, CA 92188
(714) 293-6250

Appraisers Building
630 Sansome Street
San Francisco, CA 94111
(415) 556-2070

CT
900 Asylum Avenue
P.O. Box 1520
Hartford, CT 06105
(203) 244-2659 or 2699

CO
1787 Federal Building
1961 Stout Street
Denver, CO 80202
(303) 837-3526

DC
25 E Street, NW
Washington, DC 20538
(202) 724-5756

FL
155 South Miami Avenue
Miami, FL 33130
(305) 350-5741

GA
Richard B. Russell
Federal Office Building
75 Spring Street, SW, Rm. 1408
Atlanta, GA 30303
(404) 242-5158

HI
P.O. Box 461
595 Ala Moana Boulevard
Honolulu, HI 96809
(808) 546-8979

IL
Dirksen Federal Office Building
219 South Dearborn Street
Chicago, IL 60604
(312) 353-7300

KY
U.S. Courthouse Building
West 6th and Broadway, Room 601
Louisville, KY 40202
(502) 582-6375

LA
Postal Service Building
701 Loyola Avenue
New Orleans, LA 70113
(504) 589-6533

ME
76 Pearl Street
Portland, ME 04112
(207) 780-3352

MD
E.A. Garmatz Federal Building
100 South Hanover Street
Baltimore, MD 21201
(301) 962-2010

MA
JFK Federal Building
Government Center
Boston, MA 02203
(617) 223-2343

MI
Federal Building
333 Mt. Elliott Street
Detroit, MI 48207
(313) 226-3240

MN
932 New Post Office Building
180 East Kellogg Boulevard
St. Paul, MN 55101
(612) 725-7115

MO
Suite 1100
324 E. 11th Street
Kansas City, MO 64106
(816) 374-3421

MT
Federal Building, Rm. 512
301 South Park, Drawer 10036
Helena, MT 59626
(406) 449-5288

NE
Federal Office Building
106 South 15th Street
Room 1008
Omaha, NE 68102
(402) 221-4651

NJ
Federal Building
970 Broad Street
Newark, NJ 07102
(201) 645-3350

NY
68 Court Street
Buffalo, NY 14202
(716) 846-4742

26 Federal Plaza
New York, NY 10007
(212) 264-5944

OH
Anthony J. Celegreeze
Federal Office Building
Room 1917
1240 East 9th Street
Cleveland, OH 44199
(216) 522-4770

OK
Federal Bldg. & Courthouse
200 NW 4th St., Rm. 4423
Oklahoma City, OK 73102
(405) 231-4121

OR
Federal Office Building
511 N.W. Broadway
Portland, OR 97209
(503) 221-2271

PA
Room 1312 U.S. Courthouse
Independence Mall West
601 Market Street
Philadelphia, PA 19106
(215) 597-7305

TX
2102 Teege Road
Harlingen, TX 78550
(512) 425-7333

343 U.S. Courthouse
P.O. Box 9398
El Paso, TX 79984
(915) 543-7600

Federal Building TX
515 Rusk Avenue
P.O. Box 61630
Houston, TX 77208
(713) 226-4251

U.S. Federal Building
727 East Durango-Suite A-301
San Antonio, TX 78206
(512) 229-6350

Federal Building VT
PO Box 591
St Albans, VT 05478
(802) 524-6742

815 Airport Way South WA
Seattle, WA 98134
(206) 442-5950

Other Offices From Which Information on Immigration Matters may be Obtained are:

Room 220, Post Office Bldg.,
445 Broadway
Albany, New York 12207
518/472-2434, 2435 or 2436

Federal Bldg., Room 5512
500 Gold Ave., S.W., Box 567
Albuquerque, New Mexico 87103
505/776-2378

200 E. First Street
P.O. Box 1780
Calexico, California 92231
714/357-1143

Room 600, Federal Building
334 Meeting Street
Charleston, South Carolina 29403
803/724-4350

Charles R. Jonas Federal Bldg.
401 West Trade Street
P.O. Box 31247
Charlotte, North Carolina 28231
704/371-6166

New Federal Bldg., Room 117
P.O. Box 629
Charlotte Amalie, St. Thomas
Virgin Island 00850
809/772-3500

U.S. Post Office & Courthouse
5th and Walnut Streets
P.O. Box 537
Cincinnati, Ohio 45201
513/684-2931

136-21 Roosevelt Avenue
Flushing Federal Savings Bldg.
Flushing, New York 11354

Federal Bldg., U.S. Courthouse
1130 "O" Street
Fresno, California 93721
209/487-5091

P.O. Box 1329
Garden City, Dansas 67846
316/275-1054

104 Federal Building
507 State Street
Hammond, Indiana 46320
219/932-5241

Federal Bldg., U.S. Courthouse
300 Las Vagas Blvd. South
Las Vegas, Nevada 89101
702/385-6251

Room 601, U.S. Courthouse Bldg.
600 Broadway
Louisville, Kentucky 40202
502/582-6375

814 Federal Building
167 N. Main Street
Memphis, Tennessee 38103
901/521-3301

186 Federal Building
517 East Wisconsin Avenue
Milwaukee, Wisconsin 53202
414/291-3565

Norfolk Federal Bldg.
200 Granby Mall, Room 439
Norfold, Virginia 23510
804/441-3081

Federal Bldg., U.S. ourthouse
Room 4423 N.W. 4th Street
Oklahoma City, Oklahoma 73102
405/231-4121

2130 Federal Building
1000 Liberty Avenue
Pittsburgh, Pennsylvania 15222
412/644-3360

Federal Building, Exchange Terrace
Providence, Rhode Island 02903
401/528-4375

Suite 150, 350 So. Center Street
Reno, Nevada 89502
702/784-5427

410 Old Post Office Bldg.
Rochester, New York 14614
716/263-6273

Federal & U.S. Courthouse Bldg.
Room I-060, 650 Capitol Mall
Sacramento, California 95814
916/440-3241

U.S. Courthouse & Customhouse
1114 Market Street, Room 423
St. Louis, Missouri 63101
314/425-4532

Room 4103 Federal Building
125 South State Street
Salt Lake City, Utah 84138
801/524-5690 or 5022

701 W. 17th Street
Santa Ana, California

691 U.S. Courthouse Bldg.
Spokane, Washington 99201
509/456-3824

Room 539
500 Zack Street
Tampa, Florida 33602
813/228-2131

Federal Building
301 W. Congress, Room 8-M
Tucson, Arizona 85701
602/883-5676

Appendix VI:

Denominational Refugee Resettlement Offices

American Baptist Churches
Mr. Matthew Giuffrida
Valley Forge, PA 19481
(215) 768-2425

Christian Church
(Disciples of Christ)
Rev. Jennifer Riggs
P.O. Box 1986
222 South Downey Ave.,
Indianapolis, IN 46206
(317) 353-1491

Christian Reformed Church
Mr. John de Haan and Mr. Neil Molenaar
2850 Kalamazoo Ave., S.E.
Grand Rapids, MI 49560
(616) 241-1691 Ext. 212

Mr. Quentin R. Remein
18 Wynkoop Court
Bethesda, MD 20034
(301) 229-5785

Church of the Brethren
Mr. Jan Thompson
World Ministries Commission
New Windsor, MD 21776
(301) 635-6464

Episcopal Church
Mrs. Marion Dawson
815 Second Avenue
New York, NY 10017
(212) 867-8400

General Conference of Seventh-Day Adventist
Pastor Milton Nebblett
6840 Eastern Ave., N.W. Takoma Park
Washington, DC 20012
(202) 722-6779

International Division of YMCA
Mr. Ray Day
291 Broadway
New York, NY 10007
(212) 374-2284

Church of God
Mrs. Gwen Massey
P.O. Box 2498
Anderson, IN 46018
(317) 642-0256

Mennonite Central Committee
Mr. Donald M. Sensenig
21 South 12th Street
Akron, PA 17501
(717) 859-1151

Presbyterian Church/US
Mrs. Margaret Montgomery
341 Ponce de Leon Ave., N.E.
Atlanta, GA 30308
(404) 873-1531

Reformed Church in America
Rev. John Buteyn
475 Riverside Drive, Room 1824
New York, NY 10115
(212) 870-3073

Southern Baptist Convention
Dr. Oscar Romo and Mr. Donoso Escobar
2715 Peachtree Road, N.E.
Atlanta, GA 30305
(404) 873-4041

United Church of Christ
Dr. Lloyd Van Vactor and Ms. Elfriede Kohl
475 Riverside Drive, Room 1643
New York, NY 10115
(212) 870-2701, 870-2169, 870-3369

United Presbyterian Church in the USA
Rev. William DuVal and Ms. Shirley Nichols
475 Riverside Drive, Room 1268
New York, NY 10115
(212) 870-2465 or 2467

United Methodist Committee on Relief
Ms. Lilia Fernandez
475 Riverside Drive, Room 1373
New York, NY 10115
(212) 870-3805

Appendix VII:

Refugee State Coordinators

The following are current (January 1982) listings of refugee state coordinators for each state. These phone numbers occasionally change. A phone call to the governor's office or other persons in public-service offices should help you locate the current number should the one given below be changed.

Alabama 205/832-6505; Arizona 602/255-4441; Arkansas 501/371-1001; California 916/445-2077; Colorado 303/863-8211; Connecticut 203/566-2551; Delaware 302/421-6153; District of Columbia 202/727-3330; Florida 904/487-2055; Georgia 404/894-4487; Guam 9011-671-734-9; Hawaii 808/548-5902; Idaho 208/385-3681; Illinois 217/785-0490; Indiana 317/232-4631; Iowa 515/281-5361; Kansas 913/296-3374; Kentucky 502/564-3556; Louisiana 504/342-3947; Maine 207/289-2971; Maryland 301/669-8741 Ext. 261; Massachusetts 617/727-7735; Michigan 313/256-9776 (in Detroit 256-9776/9775); Minnesota 612/296-8140; Mississippi 601/354-0341 X201; Missouri 314/751-2981, Montana 406/449-5622; Nebraska 402/471-3212; Nevada 702/885-4725; New Hampshire 603/271-2611; New Jersey 609/292-9379; New Mexico 505/827-2111; New York 518/474-9629; North Carolina 919/733-4650; North Dakota 701/224-4809; Ohio 614/466-8520; Oklahoma 405/527-3997; Oregon 503/373-7177; Pennsylvania 717/593-0267; Rhode Island 401/464-2127; South Carolina 803/758-8300; South Dakota 605/773-3668; Tennessee 615/741-3833; Texas 512/441-3355; Utah 801/533-7129; Vermont 802/885-9602; Virginia 804/281-9241; West Virginia 304/885-8290; Washington 207/753-2673; Wisconsin 608/266-8354; Wyoming 307/777-6070 or 7561

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(215)768-2425

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(212) 870-3805

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